

## **BASIS COMPLAINTS POLICY**

### **1.0 Introduction**

1.1 Basis is committed to providing the best possible service to the organisations and individuals with whom we work, and we try to listen to our members and our users. We acknowledge, however, that there are occasions when people may not be happy with some aspects of our provision. This Policy exists to make it easier for you to tell us when you are unhappy, or indeed when you have any comment to make about Basis. All complaints will be taken seriously and we will treat you with respect and consideration throughout the complaints process.

### **2.0 Informal Complaints**

2.1 You can make your complaint to the member of staff concerned or to their manager. Any worker will be pleased to tell you who is the most suitable person to approach, or if this is uncomfortable or inappropriate, please contact our Chief Executive Officer directly. If your complaint is regarding the Chief Executive Officer, to the Chair of Trustees.

2.2 This may be done in person, by telephone, by e-mail or in writing or a message can be left in the relevant box in the drop in. We aim to listen to what you have to say, to apologise whenever necessary, and to try to agree a solution with you. We will try to deal with your complaint to your satisfaction immediately, in particular where this represents a safeguarding risk for a service user. However, there will be occasions when this may not be possible (for example during holiday periods). If there will be a delay in responding to your complaint you will be told, and we will try and respond as quickly as possible either verbally or in writing as you wish. If you remain dissatisfied with us or with our response you should use the formal procedure outlined below.

### **3.0 What should I do to make a formal complaint?**

3.1 You may use the formal complaints procedure at any time: you do not have to complain informally first if you believe that your complaint is too serious for that approach.

3.2 Attached to this policy you will find our complaints form. If you prefer, you may write a letter instead. In either case, you should feel free to obtain assistance with writing your complaint if you need it; such assistance could be given by a friend or family member, a Citizen's Advice Bureau or advocacy group or similar organisation. You should then post or hand deliver your complaint to Basis, marking the envelope clearly "Private and Confidential, for the attention of the Manager" (if your complaint involves the Manager or CEO, you may address it to the Chair of Trustees).

### **4.0 What will happen after I complain?**

4.1 Basis will normally aim to acknowledge receipt of your formal complaint within 10 working days; this will be done by letter, so it is important that you provide us with your correct postal address. This letter will also tell you what steps will be taken to investigate your complaint: we normally ask you to meet with us to discuss the problem (in which case

you are welcome to be accompanied by a person of your choice from outside Basis), and we may allocate responsibility for this meeting and subsequent investigation to the Manager. If your complaint is about a member of staff, it will be passed immediately to the Manager or CEO. The Manager will write to tell you that this has been done and to explain that our internal investigation process has begun. We aim to resolve all complaints quickly and to keep you informed through out the process. You will receive a full written response usually within 28 days; if there will be any further delay, you will be informed. This letter will include information on what to do if you are still dissatisfied.

## **5.0 Will my complaint be confidential?**

5.1 Your complaint may be seen by managers, the CEO or Trustees of Basis as part of the investigation process but we will make every effort to safeguard your privacy. You should be aware, however, that if your complaint is specifically about a member of staff or a trustee of Basis, it will be necessary for that person to be told that a complaint has been received against him / her to allow the investigation to proceed

5.2 We may also be obliged to disclose information if an allegation relates to Safeguarding issues or any criminal activity. We will inform you if this is the case.

## **6.0 What if I am still unhappy – can I appeal?**

6.1 You can appeal if you are unhappy about any aspect of the formal procedure outlined above, including the final response. If you wish to appeal, you should inform us in writing. Again, you can obtain assistance with this as explained above. You should post or deliver your letter to Basis, marking the envelope “Private and Confidential: for the attention of the CEO” if your appeal relates to Basis or some aspects of its services OR “Private and Confidential: for the attention of the Chair of Trustees” if your appeal relates to a staff issue or a response to a formal investigation that you are unhappy with.

## **7.0 What will happen if I appeal?**

7.1 You will receive written acknowledgement of your appeal usually within 10 working days, along with information as to when and how it will be dealt with. A panel (consisting of three Trustees) will normally be formed to consider your appeal. You may attend this meeting (bringing a person your choice from outside Basis, if you wish to). Alternatively, you can make written comments if you would prefer not to attend the meeting. Your appeal and the original complaint will be considered in detail, and you will receive a written response within 10 working days of the hearing. Basis will make every effort to comply with the decision or recommendations of the Appeals Panel.

7.2 The appeal stage is the final stage of this procedure.

## **8.0 Feedback**

8.1 What should I do if I wish to praise Basis, or just make a comment or suggestion about something?

8.2 Basis welcomes all comments and suggestions, and tries to take account of these where possible when planning our work, etc.



8.3 Please write to us, telephone, email, fax, facebook page or twitter.

#### **9.0 Documentation by Basis**

9.1 All information relating to complaints will be held within Basis for a minimum period of 7 years, taking into account the above mentioned confidentiality procedures.

#### **Useful information-**

Basis  
Oxford Chambers  
Oxford Place  
Leeds  
LS1 3AU

**T:** 0113 2430036

**E:** [info-basis@basisyorkshire.org.uk](mailto:info-basis@basisyorkshire.org.uk)

**Citizens Advice Bureau:** 0113 2457679

Reviewed – December 2015

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## Complaint Form

Your name

Your address

Your telephone number

Please help us monitor our complaints by providing the following information, which will be kept confidential, and will not be considered alongside your complaint; tick the appropriate category in each case:-

Your gender

|        |                          |
|--------|--------------------------|
| Male   | <input type="checkbox"/> |
| Female | <input type="checkbox"/> |

Do you consider yourself to have a disability?

|     |                          |
|-----|--------------------------|
| Yes | <input type="checkbox"/> |
| No  | <input type="checkbox"/> |

Your Ethnic Origins

|                                     |                           |                          |
|-------------------------------------|---------------------------|--------------------------|
| White                               | British                   | <input type="checkbox"/> |
|                                     | Irish                     | <input type="checkbox"/> |
|                                     | Other (please specify)    | <input type="checkbox"/> |
| Mixed                               | White and Black Caribbean | <input type="checkbox"/> |
|                                     | White and Asian           | <input type="checkbox"/> |
|                                     | White and Black African   | <input type="checkbox"/> |
|                                     | Other (please specify)    | <input type="checkbox"/> |
| Asian / Asian British               | Indian                    | <input type="checkbox"/> |
|                                     | Pakistani                 | <input type="checkbox"/> |
|                                     | Bangladesh                | <input type="checkbox"/> |
|                                     | Kashmiri                  | <input type="checkbox"/> |
|                                     | Other (please specify)    | <input type="checkbox"/> |
| Black / Black British               | Caribbean                 | <input type="checkbox"/> |
|                                     | African                   | <input type="checkbox"/> |
|                                     | Other (please specify)    | <input type="checkbox"/> |
| Chinese                             |                           | <input type="checkbox"/> |
| Other Ethnic Group (please specify) |                           | <input type="checkbox"/> |



What is your complaint?  
(please continue on a separate sheet if necessary)

Ideally, what would you like us to do about it?

Your signature

Today's Date

Please return as directed on the policy attached.

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