



## BASIS COMPLAINTS POLICY

Version	Date Reviewed/amended	Presented By	Date to be Reviewed
2	September 2025	Barbara Stewart	September 2026
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## **BASIS COMPLAINTS POLICY**

### **Policy statement**

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.

### **How do I make an informal complaint?**

You can make your complaint to the member of staff concerned or to their manager. Any worker will be able to inform you of the person most suitable 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, please contact the Chair of Trustees (please address your letter "Private and Confidential, for the Chair of Trustees", c/o the postal address below).

Complaints can be made 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 the complaint, investigate it and respond with our findings, including, where possible, a solution to the complaint. Although we will aim to deal with complaints promptly, particularly where the complaint is regarding a safeguarding risk for a service user, there will be occasions when this may not be possible (for example, during holiday periods). If there may be a delay in responding to your complaint you will be told, and we will try to respond as quickly as possible, either verbally or in writing. If you remain dissatisfied with us or with our response, you should use the formal procedure outlined below.

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

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.

Attached to this policy you will find our complaints form. If you prefer, you may write a letter or email instead. You should post or hand deliver your complaint to Basis, clearly marking the envelope "Private and Confidential, for the attention of the Operations Manager" (if your complaint involves the Operations Manager or CEO, please address your letter "Private and Confidential, for the Chair of Trustees", c/o the postal address below).

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

Basis will normally aim to acknowledge receipt of your formal complaint within 10 working days; this will be done by letter or email, so it is important that you provide us with your

correct postal address, telephone number and/or email 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). If your complaint is about a member of staff, it will be passed on immediately to the Operations Manager or CEO.

We 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 throughout 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.

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

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 her/him to allow the investigation to proceed.

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.

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

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.

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

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 of 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.

### **The appeal stage is the final stage of this procedure.**

Occasionally we may need to close a complaint where the complainant is still dissatisfied. We will do all we can to help to resolve a complaint against the charity but sometimes it is

simply not possible to meet all the complainant's wishes. If a complainant persists in making representations to the charity, this can be extremely time-consuming and can detract from our ability to deliver services. For this reason, we are entitled to close correspondence (including personal approaches, as well as letters and telephone calls) on a complaint where we feel that we have taken all reasonable action to resolve the complaint and the complaint has exhausted our official process.

### **Feedback**

Basis welcomes and considers all comments and suggestions, and, where appropriate and possible, tries to implement the feedback into its working practices.

**To provide feedback please write to us, telephone, email, post or tell us in person.**

### **Documentation held by Basis**

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

### **Useful information:**

#### **Basis address:**

**94 North Street Leeds LS2 7PN**

**T: 0113 2430036**

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

**Citizens Advice Bureau: 0113 2457679**

## Complaint Form

Your name:

Your address:

Please indicate your preferred method of contact:

Your telephone number: \_\_\_\_\_

Your email address: \_\_\_\_\_

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:

**Your gender**

**Male**

**Female**

**Do you consider yourself to have a disability?**

**Yes**

**No**

**Your Ethnic Origins:**

White British

Irish

Other (please specify)

Mixed White and Black Caribbean

White and Asian

White and Black African

Other (please specify)

Asian / Asian British Indian

Pakistani

Bangladesh

Kashmiri

Other (please specify)

Black / Black British Caribbean

African

Other (please specify)

Chinese

**Other Ethnic Group (please specify)**

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

**Ideally, what would you like us to do about your complaint?**

**Your signature:**

**Today's date:**

Please return as directed on the policy attached.