



## **Leeds Baby Bank: Compliments & Complaints Guidance Policy Summary**

### **Purpose**

This document is intended to clearly present the main points of the Compliments & Complaints policies for Leeds Baby Bank will provide convenient access to both sets of policies.

### **Access to Source Documents**

Access to Leeds Baby Bank full policies and procedures can be found on:  
<http://leedsbabybank.org/policies-and-procedures>

### **Leeds Baby Bank Quick Overview**

#### **Aim**

We are committed to treating all staff, volunteers, and supporters fairly and we take equality and diversity into account in a positive way. We will therefore ensure that individual needs are taken into account when applying this policy and that any reasonable adjustments are made as required.

#### **Compliments**

We love receiving encouraging feedback from our staff, volunteers and supporters. We will share feedback with our team, and also may take the wording for use in social media posts, funding bids and press releases. We will keep the provider of feedback anonymous where sensitivity is required, or if requested to do so.

#### **Complaint Stage 1:**

Stage 1 of a complaint is the first formal stage and we will acknowledge receipt of your complaint within 3 working days. Our acknowledgement can be made verbally or in writing and will include:

A date or time frame by which you can expect to receive a response.

## **Complaint Stage 2:**

If you remain dissatisfied following our investigation at stage 1, you can ask for your complaint to be looked at again.

### **Day 1 – 3 Acknowledgement**

An initial apology for the issue that has caused you to complain. Contact details for who will be dealing with your complaint. Complaint logged on and consent (if required) gained for this to be obtained.

Supervisor discusses the complaint with the manager and a named Investigator identified.

The complaint must be acknowledged within 3 working days.

### **Day 3 – 25 Investigation Process**

Investigation to be completed by the named investigator within 25 days.

It is good practice to meet the complainant as part of the investigation process.

Draft response to complainant sent to Manager and or identified board member for comment.

### **Day 30 – 35 Response to Complaint**

#### **Level 1: Complaint**

You will normally have 28 days from the date we responded to your initial complaint to take your complaint to stage 2, unless there are exceptional circumstances.

At this stage we will ask you to provide details in writing to aid the new investigation, and let us know why you are still dissatisfied.

At stage 2 we will appoint a senior member of staff to review your complaint. In exceptional circumstances, the investigating officer may be from another service if we feel an independent review is required. The complaint will be acknowledged in the same way as at stage 1.

#### **Next steps**

There is no further right of appeal to the charity following completion of an investigation at stage 2 of this policy.

Within our final response, we will inform you of your right to take your complaint further if you remain dissatisfied. Our response will contain the contact details for the appropriate Ombudsman's office service by day 30

Final response signed by a member of the trustee board and sent to complainant by Service by day 35

#### **Managers or trustee Checklist**

We would not normally investigate complaints about something that happened more than a year ago, unless there are exceptional circumstances.

The Ombudsman is independent of Leeds Baby Bank and has the authority to investigate these

types of complaints on your behalf.

Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

All comments established on the complaint.