

COMPLAINTS POLICY AND PROCEDURE

POLICY

Back Up aims to provide the highest level of service to our service users, donors and volunteers. We appreciate that occasionally things may go wrong, and that there may be circumstances which are beyond our control. Feedback and issues/complaints are important to us as they tell us what you think of our services and fundraising activities, and help us to improve and develop. Complaints made in good faith will never result in reprisals, retaliation or loss of opportunities to be involved with Back Up.

CONTEXT

The complaints policy, as with everything we do, takes place within the context of our values:

*Driven by the needs of people with spinal cord injury, we are **passionate** about transforming lives. Through **challenge** and **fun** we open up possibilities; to develop, achieve and get the most out of life. We **respect** individuality and embrace diversity. We strive for quality and **excellence** in all we do.*

PURPOSE

Back Up is committed to ensuring that:

- All complaints are investigated comprehensively and sympathetically through our complaints procedure by the appropriate staff member, volunteer or manager
- Individuals receive a full and honest response in the shortest possible time
- Complaints are recorded, monitored and used to develop and enhance our services, and identify any training needs

PROCEDURE GUIDANCE

If an individual has a problem or complaint regarding the delivery of one of our services or fundraising activities they should:

STAGE ONE – Informal problem resolution

Speak to the staff member or volunteer(s) responsible for the delivery of the service or fundraising activity i.e. during a course; this would be the volunteer Group Leaders or at an event, the event manager. The staff member or volunteer(s) will work in conjunction with you to try and sort out any issues that are causing you concern, within their capability. We strongly encourage you to raise any concerns/issues so that they can be discussed and resolved at the time they occur. The responsible staff member or volunteer(s) should make the office aware of the problem and how it was resolved in agreement with the individual.

STAGE TWO - Complaint

If a satisfactory solution cannot be reached or you feel unable to raise the concern with the appropriate staff member or volunteer(s), you should contact the Head of Services/Fundraising or (if the Head of Services/Fundraising was involved at stage one) the Chief Executive. They can be contacted via the Back Up office on 020 8875 1805 or via email. If making a complaint in writing please include your name and contact details, and full details of the complaint.

Your complaint will be acknowledged in writing within 5 working days. Following an investigation, a full response will be sent to you within 4 weeks.

STAGE THREE - Appeal

If the complaint is not resolved to your satisfaction you can ask for the outcome to be reviewed. To do this you should write to the Chief Executive, if not previously involved, or the Chair of Board of Trustees, via the Back Up office setting out the complaint and the relating issues. The Chair will set up an Appeals Panel and investigate further.

The panel will review all information relating to the original complaint and write to you within 4 weeks with their outcome. The panel's decision will be final.

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