

## **Complaints Management – Beeston Consolidated Charity (BCC)**

### **1. What is a complaint?**

We will treat any expression of dissatisfaction about our conduct as a complaint so we ask that you contact us **in writing** as set out in Section 3 below so that we can consider the matter properly.

This policy covers complaints about:

- how you consider you have been treated by BCC
- the conduct of BCC and/or its Trustees in carrying out BCC defined Objects
- the compliance of BCC with its own procedures and processes

BCC intends at all times to deal with people fairly and properly and if it is your view that we have fallen short of that, please let us know so that we can resolve the issue(s).

### **2. Purpose and scope of policy**

- To provide an easy and accessible way to raise concerns
- To ensure that complaints are handled fairly and transparently
- To ensure that we reach a resolution as soon as possible

This following sets out how BCC deals with complaints.

### **3. How to complain**

The BCC contact details are on our website [www.beestonconsolidatedcharity.org.uk](http://www.beestonconsolidatedcharity.org.uk)

A complaint may be emailed to [info@beestonconsolidatedcharity.org.uk](mailto:info@beestonconsolidatedcharity.org.uk) or sent by post to:

Beeston Consolidated Charity  
c/o Ellis-Fermor & Negus, Solicitors  
2 Devonshire Avenue  
Beeston  
Nottingham NG9 1BS

### **4. Information needed**

Please include the following in your complaint;

- your full name
- your contact details (address, telephone and email)
- the fact that you are making a complaint
- any dates and times relevant to your complaint
- a summary of the problem(s) you have experienced and why the service was not satisfactory
- what you want as an outcome of your complaint

## **5. What you can expect from us when handling a complaint**

Our policy is to take any complaint seriously and deal with it according to the procedures set out in this policy

### **5.1 Our service standards**

We aim to deal with complaints promptly and sensitively, and be courteous, fair and helpful at all times. We expect, too, that you will be courteous and fair in your dealings with us.

All complaints received will be dealt with confidentially and in accordance with the requirements of the UK General Data Protection Regulation.

If you make a complaint, we will investigate it thoroughly and impartially, without discrimination or prejudice. We aim to resolve matters as promptly as we can, but if a complaint gives rise to serious issues, we may need to take extra time in order to investigate it fully and properly so that, wherever we can, we resolve the issue first time, learn from it and make improvements where possible.

We will ensure that all decisions we make are fair given the circumstances of each individual complaint.

### **5.2 Stage One**

If you have supplied your contact details, we will send an acknowledgment of your complaint **within five working days**. Your complaint will then be passed to a panel of Trustees not directly involved in the events leading to the complaint. We will aim to provide a formal response in writing as soon as possible, and in any event **within 14 working days**. We may need to contact you to ask for more information or clarity before making a final response.

When we provide you with a final response, we will clearly set out the steps we took in investigating the complaint and an explanation of our decision. Where we identify mistakes in our approach we will acknowledge those mistakes, set out details of remedial steps or changes we think are appropriate in the circumstances, and explain what we will do to prevent the problem from reoccurring. We will also indicate your right to request a review of your complaint if you are not satisfied with our response.

### **5.3 Stage Two - Appeals**

We will aim to resolve a complaint to your satisfaction at Stage One but if you are unhappy with that outcome we will arrange for your appeal to be heard at BCC expense by an independent solicitor who will review your case. Any decision from that appeal will be final.

### **5.4 Extending time limits**

We will aim to respond to a complaint within the timescales above. However, if a complaint is very complex it may be necessary to extend the time limit. If this is the case, we will keep you informed of progress with the investigation, the reasons for the delay, and the new deadline.