



PROCEDURE DOCUMENT

Policy title: **COMPLAINTS PROCEDURE**

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Document control

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TRANSLATIONS

If English is not your first language and you need a translation, we can get one for you.

ALBANIAN

Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

CHINESE

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

GUJARATI

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

HINDI

यदि अँग्रेज़ी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आपको प्रदान कर सकते हैं

KURDISH

Heke îngilîzî zimanê we yê yekem nîne û pêwîstiya we bi wergêr heye, em dikarin yekî ji we re bibinin

POLISH

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

PORTUGUESE

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

SOMALI

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay turjumaad, annagaa kuu samayn karra.

URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.

This document can be made available in large print, computer disk, audio tape, easy English, BSL video, Braille or other format.

BARTON HILL SETTLEMENT – COMPLAINTS PROCEDURE

(Note - This page to be displayed in relevant areas of the Settlement.)

Complaints Procedure for all parts of Barton Hill Settlement

Barton Hill Settlement is continually seeking to improve its work, and comments and suggestions are always welcome - they help us review and, if necessary, change what we do.

If you have a complaint about any aspect of a particular project or department, you can:

- Post it one of the Suggestion Boxes in various locations around the Settlement site.
- Talk to a member of staff you feel comfortable with.
- Write to a member of staff, or telephone us on 0117 955 6971.

If you have a complaint about the Family Centre, you can contact Ofsted directly, on 0300 123 1231. You can write to Ofsted at:

Applications, Regulatory and Contact (ARC) Team
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

If you do not feel comfortable with any of the above, you can:

- Contact the Settlement's HR Officer.
- Contact the Settlement's Services Manager.

What we will do

An appropriate member of staff will respond, in writing and within seven working days, to acknowledge receipt of the complaint, and to confirm that we are taking action.

We will fully and equitably investigate the complaint.

We will inform the Settlement's HR Officer, Chief Executive Officer, or Services Manager.

We will work with you to find a resolution that is satisfactory.

We will inform you of any action taken as a result of the complaint.

If you wish to appeal against the proposed resolution, or need support in making a complaint, please contact HR Officer on 0117 955 6971.

BARTON HILL SETTLEMENT – COMPLAINTS PROCEDURE

Appeals

If the person complaining is not happy with the proposed resolution, they should appeal, in writing, to the Settlement's Chief Executive Officer (CEO).

The CEO will respond, in writing and within seven working days, to acknowledge receipt of the appeal, and to explain the procedure that will follow.

The CEO will then set up an Appeal Panel to hear the appeal. The Panel will be made up of:

- Settlement CEO
- A member of the Settlement Board of Trustees (but not the Chair)
- Settlement HR Officer

The Panel will meet within 10 working days of the appeal being received.

The person who dealt with the original complaint will be asked to give the Panel copies of all records relating to the complaint.

If necessary, the Panel will interview any relevant witnesses.

The person who has made the complaint will receive a report on the hearing, and will be informed of any action that will be taken as a result.

Additional Information

This Complaints Procedure is available to all users and visitors to the Settlement, or those who do not use or visit our premises or participate in our activities but who feel they have been wrongly excluded or mistreated in some way. It does not cover staff, who have other avenues of complaint.

Where a staff member is the subject of the complaint, Barton Hill Settlement will operate in a way which is fair to the staff member and allows him/her rights to representation and support. Rights which staff have under their terms and conditions of employment will take precedence over the timetables laid down in this policy.

The Settlement CEO will keep a record of all complaints received under this procedure, and individual project procedures, and will produce an annual report for the Board of Trustees. When considering this report, the Board of Trustees will review, and if necessary revise, this procedure.

Malicious use of this procedure could result in exclusion from Barton Hill Settlement and its projects.