



COMPLAINTS AND POSITIVE FEEDBACK POLICY AND PROCEDURES

Version 2:	By: PB, MU, AH	Approved by Trustees:	9 Sept 2018
Date	9 Sept 2018	Next review due on:	9 Sept 2021

1. PURPOSE

- 1.1** Borderlands is committed to serving its Members (service-users) and staff (including volunteers) in the best way possible and recognises that both complaints and positive feedback can help us to reflect on and improve the quality of the services we provide.
- 1.2** Our Grievance Policy deals with grievances staff may have with other staff or with Borderlands as their employer.

2. GENERAL PRINCIPLES

- 2.1** We welcome and will actively seek feedback on our services, whether positive (i.e. suggestions or praise) or negative (i.e. Concerns or Complaints, as defined in Section 3).
- 2.2** We will keep written records
 - 2.2.1** of significant positive feedback and use it to
 - to inform and encourage our staff and trustees;
 - to provide positive publicity for the work of Borderlands;
 - 2.2.2** and of Concerns and Complaints to make sure that no opportunity to improve our service is overlooked.

- 2.3** We will deal with any negative feedback promptly and not defensively but as an opportunity to improve our practice or our communication.

3 DEFINITIONS

- 3.2** A “Concern” is any expression of dissatisfaction, with any aspect of the service provided by Borderlands and from whatever source, coming to the attention of a member of staff, a volunteer or trustee, which:
- 3.1.1** is not covered by Borderlands’ Grievance and Discipline Policies; and
 - 3.2.2** can be dealt with informally by the person with whom the concern is raised.
- 3.3** A “Complaint” is any expression of dissatisfaction with any aspect of the service provided by Borderlands and from whatever source, coming to the attention of a member of staff, a volunteer or trustee, which cannot be dealt with:
- 3.3.1** either as a concern under this Policy
 - 3.3.2** or under Borderlands’ Grievance & Discipline Policy;
 - 3.3.2** under Borderlands’ Anti-Harassment & Anti-Bullying Policy

4 ROLES AND RESPONSIBILITIES

- 4.1** Every member of staff, volunteer and trustee is responsible for:
- 4.1.1** sharing positive feedback with staff and volunteers; and
 - 4.1.2** reporting in writing either to their line manager or to the Director every significant positive feedback or complaint that comes to their attention.
- 4.2** The Drop-in Manager is responsible for first-stage management of Drop-in complaints.

4.3 Director is responsible for:

- 4.3.1** ensuring that as many opportunities as possible are provided for collecting positive or negative feedback;
- 4.3.2** keeping central records of positive and negative feedback reports;
- 4.3.3** Line managing Drop-in complaints, initial dealing with other complaints and recording the action taken in the Complaints file;
- 4.3.4** facilitating the resolution of Concerns;
- 4.3.5** keeping the Trustees informed of feedback.

4.3 The Chair of the Board of Trustees (or a Committee of the Board) is responsible for dealing with any issue or appeal about the way the Director has handled or failed to handle a Concern or a Complaint.

4.4 The Board of Trustees is responsible for dealing with Complaints against the Chair of the Board of Trustees.

5 RELEVANT LEGISLATION AND POLICIES

5.1 This Policy complements and should be considered along with:

- 5.1.1** Borderlands Drop-in Complaints Policy and Procedure (Mar 2016)
- 5.1.2** Borderlands' Anti-Harassment and Anti-Bullying Policy
- 5.1.3** Borderlands' Grievance and Disciplinary Policy.
- 5.1.4** Borderlands' Equality, Diversity and Inclusion Policy
- 5.1.5** OISC Code of Standards

6 PROCEDURE – COLLECTING AND RECORDING FEEDBACK

- 6.1** Every member volunteer, employee and trustee will:
- 6.1.1** report in writing to their line manager or to the Director every significant positive or negative feedback that they are aware of; and
 - 6.1.2.** share positive feedback with staff and volunteers.
- 6.2** The Director will encourage positive and negative feedback by:
- 6.2.1** notices (such as in Appendix 1) displayed in Borderlands premises;
 - 6.2.2** feedback forms (such as in Appendix 2);
 - 6.2.3** meetings, surveys, questionnaires
- 6.3** The Director will also:
- 6.3.1** see that feedback reports are the action taken on them are recorded in a Positive Feedback Register for Suggestions and Praise and in a Negative Feedback Register for Concerns and Complaints; and
 - 6.3.2** include in reports to trustees from time to time the feedback received and the action taken.

7 NEGATIVE FEEDBACK PROCEDURE - CONCERNS

- 7.1** Concerns often arise through a simple breakdown in communication, and if we do not know of concerns we can do nothing to resolve them. A straightforward informal discussion between those involved may be all that is needed to set things right.
- 7.1.1** This is likely to be dealt with by the member of staff managing volunteers of the line manager of a member of staff raising a concern; but . . .
 - 7.1.2** . . may also be facilitated by the Director or by the Chair of the Board of Trustees where considered appropriate following the receipt of a concern.

8 NEGATIVE FEEDBACK PROCEDURE - COMPLAINTS

- 8.1** Complaints may be made verbally or in written form using the attached Complaints Form (Appendix 2).
- 8.2** The fact a person is unable to record their Complaint in a particular way, such as using the written form, will not prevent the complaint from being considered.
- 8.3** Where necessary the person wishing to make a Complaint should receive support from any member of Borderlands' staff to record the complaint in a written form.
- 8.4** Complainants will be asked how they have been negatively treated and what they would like to happen to remedy this.
- 8.5** All Complaints about the Drop-in should initially be made to the Drop-In Manager. Those the Drop-In Manager cannot resolve and all other complaints should be made to the Director, who will
- 8.5.1** acknowledge the Complaint in writing within 3 working days and if necessary seek further clarification from the complainant; and
 - 8.5.2** then arrange an investigation into the Complaint, which
 - may involve speaking to the parties involved and/or witnesses not involved; and
 - recording the information received.
 - 8.5.3** In certain situations, the Director may ask another member of staff to carry out the initial investigation.
 - 8.5.4** The investigation should be completed within 10 working days.
 - 8.5.5** The Director will then decide on an appropriate course of action and communicate this to the complainant (and all other parties involved) in writing and verbally using an interpreter where necessary.
 - 8.5.6** This process should be completed within 3 weeks of receiving the Complaint.

9 COMPLAINTS PROCEDURE – APPEAL FROM DIRECTOR’S DECISION

- 9.1** If the complainant is not satisfied with the response, or with the way the Complaint has been dealt, or if the Complaint relates directly to the Director, the complainant may write to the Chair of the Board of Trustees to request consideration/reconsideration of the complaint.
- 9.2** Any such request should be sent within 21 days of the Director’s decision or conduct at issue
- 9.3** The letter should state the reasons for the appeal and what course of action would be acceptable. .
- 9.3** The Chair of the Board of Trustees will:
- 9.3.1** acknowledge the appeal; and
 - 9.3.2** consider all of the written evidence recorded by the Director;
 - 9.3.4** and if necessary may gather further evidence and/or call a meeting to interview further witnesses.
- 9.4** The Chair of the Board of Trustees will reply to the appeal within a further 10 working days of receiving the appeal, setting out his/her decision and the reasons for it.

10 COMPLAINTS PROCEDURE – APPEAL FROM CHAIR OF THE BOARD’S DECISION or COMPLAINT ABOUT THE CHAIR

- 10.1** If the complainant is still dissatisfied with the result following consideration of the appeal by the Chair of the Board of Trustees ...
- 10.2** . . . or if the Complaint is about the Chair of the Board of Trustees, a Committee of at least 3 members of the Board of Trustees (not previously connected to the Complaint) should be appointed by the Board of Trustees to hear any final appeal . . .
- 10.3** . . . the complainant should send a letter to the Secretary of the Board of Trustees, at Borderlands registered office, stating their reason for the appeal or Complaint and what course of action would be acceptable.

- 10.4.** Any appeal against the decision of the Chair of the Board of Trustees should be sent within 21 days of the complainant receiving that decision.
- 10.5** The appointed Committee of the Board of Trustees will consider all of the written evidence recorded previously (if any) and if necessary may gather further evidence and/or call a meeting to interview further witnesses.
- 10.6** The Committee's respond to the letter within 1 month setting out their decision or the reason why any further time is needed to reach it.
- 10.7** The decision of the Committee will be final.



IF YOU ARE NOT SATISFIED
with any service we provide, please tell us!

We will listen to you.

**IF YOU WISH TO MAKE A COMPLAINT, OR SUGGEST AN
IMPROVEMENT**

Please tell a member of staff who will explain what
we do.

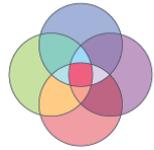
WE WILL DO OUR BEST TO RESPOND TO YOU

The Drop-In Manager is Steve Owen, [**mobile**], email
steve.borderlands@gmail.com

The Director is [**name**], [**mobile**],
[**email**].borderlands@gmail.com

Assisi Centre, Lawford's Gate, BS5 0RE

Appendix 2



BORDERLANDS
from exclusion to
BELONGING

Suggestions / Concerns/Complaints / Praise

Date:		
Name:		
Contact - mobile		
Date of incident:		
What happened		
Action you would like to see		
Borderlands' Response		
Date:	Action taken:	By whom: