
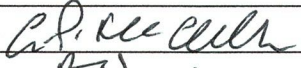




BGNS	Complaints Procedure	
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	Name	Signature	Date
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Approver	Mark Brazier		28/6/24

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This document should be read in conjunction with the SGNG Complaints Guidance File GU01.

Document Purpose

This document describes:

- The principles and targets for this procedure.
- The procedure for raising a concern and / or making a complaint within the context of the Blunham Good Neighbour Scheme (BGNS).
- How the concern / complaint will be handled.

Principles

- All concerns and complaints will be dealt with in the utmost confidence and in accordance with the requirements of the Data Protection Act (1998) and the Freedom of Information Act.
- The BGNS Committee will seek to resolve all concerns / complaints with the minimum of disruption and inconvenience both to the person raising the concern / making the complaint and to the BGNS.

How to raise a concern or make a complaint

Concerns and /or complaints can be made to the BGNS Trustees Committee by:-

calling our telephone number 07480999601 or by sending an e-mail to
BGNs.secretary@blunham.com

How concerns / complaints are handled

1. Each concern and / or complaint is logged by the BGNs Chairperson and assigned to an BGNs Trustee Committee Member for follow-up.
2. The BGNs Trustee Committee Member will contact the person who submitted the concern and / or complaint to obtain further details as needed and confirm the next steps. Any visits / interviews with clients should involve a minimum of two BGNs volunteers and will be fully documented.

3. The BGNs Trustee Committee Member will progress the investigation of the concern and / or complaint, including involving third parties as appropriate (e.g. the police if the complaint concerns any crime)

4. The BGNs Trustee Committee Member will review the proposed plan to resolve the concern and / or complaint with the BGNs Trustee Committee. If the concern or complaint is against a BGNs Trustee or Committee Member(s), they will be excluded from the review.

5. When approved by the committee, the resolution plan will be shared with the person who submitted the concern and / or complaint. The BGNs Trustee Committee will then be responsible for ensuring that follow-up actions are completed in a timely way.

Time to handle concerns / complaints

All complaints will be handled as quickly and fairly as possible, with the person submitting the concern / complaint being kept informed of progress. Wherever possible, complaints will be resolved within 28 days.

Escalation of concerns / complaints

If the person submitting the concern / complaint is not satisfied with the resolution then they will inform the BGNs Chairperson, who will determine appropriate next steps.

Options for redress

If appropriate a letter of apology should be sent. Other options to be considered by the committee such as financial compensation, removal of volunteer, resignation of organising committee.

The Trustee committee should commit to ensure that wherever anything went wrong it does not / cannot occur again,

Change History	
Version Number	Change Detail
02	Some text altered to provide additional clarity
	Reg Charity number added