

Space2BHeard CIC Complaints Procedure

Introduction

Space2BHeard CIC (S2BH) is committed to using a client's complaints procedure. S2BH is committed to delivering a service that is open, honest and transparent and part of this is maintaining a complaints procedure that is accessible to and understood by all of our clients should they choose to use it.

Procedure

Complaints will be received formally by S2BH, either verbally, in which case a written account will be made and the complainant will be asked to verify and sign it. Or in writing by the complainant. If the complaint comes from someone other than the client i.e. parent/carer then the client will be asked to verify it.

Any complaints received in to S2BH will be acknowledged in writing to the client within three working days, including information on the next steps of the process. This will include how the investigation will be handled, how they will be informed of the outcomes and actions to be taken. In the letter there will be the offer to discuss the complaint collaboratively as part of the process.

At each stage S2BH will support the complainant in understanding the process and will be treated with respect and dignity.

A formal response to the complaint will be received within 40 working days. Where this has not been possible the complainant will be kept fully informed as to why and new timescales will be outlined.

In the event of other agencies being involved in the complaint a seamless approach to working with the agencies will be used to avoid further delays in the response.

The outcome of the complaint will be fully discussed with all involved and will form part of S2BH's continuous improvement and action planning.

All involved in the complaint will be treated with respect and their experience at S2BH will not be affected by the complaints procedure.

If the client is not satisfied with the formal findings the complaint will be escalated to a Non-Executive Director of S2BH.

At S2BH we will treat all complaints as part of a learning process and will use the findings to shape our service and help us understand clients perspective of our delivery.



The Ellesmere Centre 267 Beverley Road Hull HU5 2ST



[email hello@S2BH.org](mailto:hello@S2BH.org)

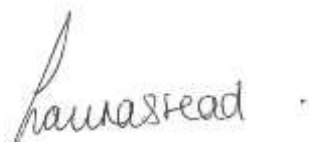
We appreciate that comments (not a formal complaint) may be made about the service which should also be tended to. All staff will be made aware that any feedback should be recorded and taken to staff meetings for discussion and action where appropriate.

We also anticipate that we will receive compliments on the service we deliver. These may be received verbally or in writing. We will keep a Compliments and Complaints folder in our office for clients and any other interested stakeholders to have sight of. We will also outline changes made in response to these in the folder.

Name: Laura Stead

Position: Operations Leader and Director

Signature:

A handwritten signature in black ink that reads "Laura Stead".

Date: 22.06.2023



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