

Building and Social Housing Foundation - Complaints Procedure

If you have a complaint about the Building and Social Housing Foundation, please refer to our complaints procedure below:

1. Introduction

This policy sets out the procedures BSHF will follow when it receives a complaint from any service user, organisation or member of the public. It does not address complaints made by staff or volunteers (dealt with through grievance and disciplinary procedures) nor job applicants (recruitment procedure).

This procedure is meant to provide a means to resolve a dispute between BSHF and any complainant. It requires staff to resolve the complaint. Complaints are likely to be in one or more of the following areas:

- dissatisfaction with our service, such as inadequate work, unacceptable delay or failure to deliver a service etc.
- disputes between user and the organisation regarding policy, procedures or activities.
- discourtesy or unhelpfulness on the part of the BSHF staff.

2. Procedure for making a complaint

When someone wishes to register a complaint, the following procedure should be adopted. Where the complaint is against the Director, the same procedure will be followed, but with the Chairman of the organisation substituting for the Director's role at all stages.

Stage 1 The complainant should be invited to speak to the Director to discuss the complaint with them. This can be done by phone. The Director should keep a record of the conversation on the complaints monitoring sheet and will endeavour to resolve the matter. If the complainant remains dissatisfied refer to Stage 2 below.

Stage 1 should be completed within five working days of receiving the complaint.

Stage 2 The complainant should be asked to put their complaint in writing to the Director, marked Private and Confidential, providing as much detail of the complaint as possible. The Director will then investigate the complaint and attempt to resolve it. The Director may delegate any aspect of the investigation to a nominee. If the complaint involves a member(s) of staff the Director should offer the opportunity for the member of staff to put forward their account, either by written statement or by presentation to a Complaints Panel.

The Director will ensure that all complainants receive a response in writing within ten working days of the letter/complaint notes being received. This letter will summarise what investigations have been carried out and what action, if any, is proposed to resolve the matter. A copy of this letter should be attached to the complaint form.

Stage 3 Where the matter is not resolved by Stage 2, the Director should immediately refer the complaint to the Complaints Panel, sending copies of all written correspondence to Panel Members. The Complaints Panel will comprise three members of the Council of Management (including the Chairman, if not already involved in the process).

The complainant will be informed immediately that this is being done and that the Panel will also be contacting the staff member(s) against whom the complaint is made.

The Panel will review the decision made at Stage 2 and may seek further clarification from any of the parties involved.

The Complaints Panel will notify the complainant of its reasons and decisions within 15 working days of having received notice of the complaint. The Panel's decision will be final. A record should be kept of the meeting and a complaints monitoring form completed.

3. Recording and monitoring complaints

All complaints will be recorded and kept on file, including those which were resolved without being put in writing. The Complaints Monitoring form shall be used to do this. All complaints shall be treated with regard to confidentiality.

4. Publicising the procedure

The Director is responsible for ensuring that information is available to clearly explain the procedure for making the complaint.

5. Ensuring the effectiveness of the procedure

All Members of the Council of Management will receive a copy of the complaints procedure. Existing and new workers will be introduced to the complaints procedure via induction and training. The policy will be reviewed every three years when amendments should be proposed and agreed by the Council of Management. A report will be submitted annually to the Council of Management on any complaints received in the year.