

FACES

Complaints Policy

Introduction

FACES aims to provide high quality services at all times, however we recognise that there may be occasions when someone who receives a service from us has a concern that they wish to raise.

FACES will monitor all comments and complaints to ensure that they are used to improve the range and quality of services on a continuous basis.

Who can complain?

Any individual receiving a service from us, or if this is a child, the parents or those with parental responsibility.

How can I make a Complaint?

To begin with we suggest you talk over any issue or complaint with the Family Practitioner or Services Manager or staff member you or your child know. Problems can often be sorted out quickly by letting us know how you feel. We would encourage you to bring a friend or relative to support you in this discussion, if this would help.

If this discussion has not resolved things, please fill in FACES Complaint Form which can be provided via email or on paper (Appendix A) and return it to the email address on the form or directly to the FACES office.

What happens next?

When we receive your complaint form, we will acknowledge its receipt within one working day. We will then appoint an investigating officer to look after your complaint. This will normally be a senior member the team who, where possible, is not directly involved.

The investigating officer will talk to you and anyone else involved and will write to inform you of the outcome within 28 calendar days.

What if you are still not happy?

If you are not happy with the outcome you may appeal in writing to:-

Chair of Trustees of FACES
Church Lane Community Centre
147 Church Lane
Bedford
MK41 0PW

The Chair will appoint a Trustee or an independent person who will usually come from a similar voluntary organisation to look into your complaint. He or she will arrange to meet you and any relevant people within 28 calendar days of receipt of your appeal letter and then report to FACES Trustees, who may then review the decision. You will be informed of any decision follow the Trustees' review.

FACES

DOCUMENT INFORMATION	
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Appendix A

COMPLAINTS FORM

Form to be completed by the Complainant.

Date:	
Name of Complainant:	
Address of Complainant:	
Telephone No.:	
Email address:	
Details of complaint: - What do you think FACES did wrong or failed to do?	
What do you think should be done to put things right?	
Who at FACES have you spoken to about your complaint?	
(continue on a separate sheet if necessary)	

When completed this form should be sent to:

Chief Executive Officer, FACES, 147 Church Lane, Bedford MK41 0PW

Or via email to office@facesbedford.org