



COMPLAINTS AND SUGGESTIONS POLICY

January 2023-25

Bethel Health and Healing Network
Contact: 0121 661 4276 or email: enquiries@bethelnetwork.org.uk
Address: 196-198 Edward Road, Balsall Heath, Birmingham B12 9LX
Company number: 05813084 | Charity: 1116225
Website: www.bethelnetwork.org.uk

Complaints and Suggestions Policy (Jan 2023-25)

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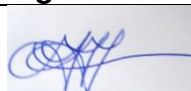


BETHEL HEALTH AND HEALING NETWORK



Document Title	Complaints and Suggestions Policy
Document Purpose:	Bethel aims to maintain a high standard of services at all times. It recognises, however, that sometimes people may wish to make suggestions, comments, or complaints about a service they receive, the staff and volunteers who provide services, or how Bethel operates. Such requests, comments, and complaints are an essential part of measuring the quality and performance of our services and will be welcomed.
Document Statement:	Bethel views a complaint as an opportunity, as well as a chance, to put things right for the person making the complaint, and to put right the service that Bethel offers. We would not be able to do so or learn for the future if we did not receive feedback when things go wrong. We also welcome suggestions or comments on our services, and we value and take seriously any feedback we receive.
Document Application:	Bethel staff, volunteers, service users and their representatives, partners, external stakeholders and members of the public.
Responsible for Implementation:	CEO/Senior Management Team
Policy Owner:	CEO
Status:	ACTIVE
Effective Date:	18.1.2023
Review Period:	Biannually or in line with legislative changes
Associated Documents and Policies	Safeguarding Adults at Risk Policy, Safeguarding Children and Young People Policy, Data Protection (GDPR) Policy, Health and Safety Policy; Freedom to Speak Up (Whistleblowing Policy)

APPROVAL RECORD

Next review by Trustees/CEO	Name:	Authorised signature:	Date:
December 2022	Jennifer Jones-Rigby		18/01/23
January 2025			





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BETHEL HEALTH AND HEALING NETWORK



1. Introduction

Bethel Health and Healing Network (Bethel) is a registered charity and limited company offering a range of services to promote the health and wellbeing of the people of Birmingham and the surrounding areas.

At Bethel, we seek to grow as a respected provider of health and wellbeing services and to serve those communities in most need to be physically, emotionally, and spiritually healthy. Bethel is a vision and value-led Christian organisation that seeks to reflect this in the way that it operates and communicates, both internally and externally

2. Policy Aims

Bethel aims to maintain a high standard of services at all times. It recognises, however, that sometimes people may wish to make suggestions, comments, or complaints about a service they receive, the staff and volunteers who provide services, or how Bethel operates. Such requests, comments, and complaints are an essential part of measuring the quality and performance of our services and will be welcomed. Every effort will be made to solve any difficulties that service users, or their representatives, may have experienced as quickly as possible.

This Policy applies to all Bethel staff, volunteers, service users and their representatives, partners, external stakeholders and members of the public.

3. Principles

Bethel views a complaint as an opportunity, as well as a chance, to put things right for the person making the complaint, and to put right the service that Bethel offers. We would not be able to do so or learn for the future if we did not receive feedback when things go wrong. We also welcome suggestions or comments on our services, and we value and take seriously any feedback we receive.

We will try to explore every reasonable option to resolve complaints by working with the person making the complaint to agree on an outcome that is satisfactory to them and Bethel. We may not always be able to implement every suggestion made to Bethel, however, we will consider changes and improvements where it is practicable and reasonable to do so.

Generally, the purpose of this Complaints and Suggestions Policy is to resolve disputes informally without resorting to a formal investigation or legal proceedings. Whether your complaint is justified or not, our reply to you will describe the action we have taken to investigate the complaint, the conclusions we have reached as a result of the investigation, and any action we have taken or are taking as a result of your complaint.

We will ensure that all information received and produced in connection with a complaint is treated as confidential and handled sensitively, that only those who need to know have access to that information, and that relevant data protection requirements are met.

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The information below sets out our Complaints Procedure.

4. Complaints Procedure

If you have a complaint, you can contact us in person or by phone, email, or letter. To help us investigate and address all complaints, we ask you to provide us with as much information as possible. This should cover:

- The reason for your complaint
- Where and when what you are complaining about happened
- The name(s) of anyone involved (if known)
- What outcome you are hoping for
- Your contact details (name, address, daytime telephone number and/or email address)

How you should contact Bethel will depend on how you decide to make contact, and who or what you wish to make a complaint about. We have indicated below how you can contact us.

Verbal complaints

You can make a complaint by telephone or by speaking to us in person during office hours. If you do not feel that you can approach anyone verbally for any reason, you can instead write to us as follows.

Complaints in writing

If you would prefer to write to us, please send your complaint to us by letter posted to:

Bethel Health and Healing Network
196 – 198 Edward Road
Balsall Heath
Birmingham
B12 9LX

or by email to enquiries@bethelnetwork.org.uk.

Once we have initially received your complaint, we will establish who or what the complaint is about and then decide who will investigate, deal with, and respond to you about it. In most cases, this is likely to be a member of the Senior Management Team.

Timescales for all First Stage complaints made by phone, in person or in writing

We will try to resolve the problem as quickly as possible but if we cannot do this (for example, if we need to investigate further), we will endeavour to acknowledge receipt of your complaint within the following timescale:

- By phone or in person, either immediately or on the same day if you phone us or contact us in person





- By email, within 24 hours if you contact us by email, or the next working day if the complaint is received on Friday
- By letter, within five working days if you contact us by letter

Our acknowledgement will inform you of when we will next contact you either with a proposed resolution or update. It will also inform you of the name of the person dealing with your complaint. That person will then investigate and deal with it and then respond to you with their definitive reply.

You should receive that definitive reply within four weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

5. Escalation of Complaint

If, for any reason, you are not satisfied with the resolution of your complaint under the First Stage procedure outlined above, you can bring this to our attention as follows:

Please address a letter to the Chief Executive Officer (CEO) at the address above.

Alternatively, please email us at enquiries@bethelnetwork.org.uk for the attention of the CEO.

Please set out clearly the details of the complaint, explaining why you were not satisfied with our response under the First Stage and what you would like us to do to put things right.

The Chief Executive will send an acknowledgment within 5 working days and arrange for an appropriate person to investigate your complaint and respond with a definitive reply within a further 10 working days.

6. Monitoring the Policy

This Policy will be reviewed bi-annually or earlier in line with any legislative changes by the senior management team and signed off by the CEO/ Integrated Governance Sub-Committee.

