

BSARCS - Client Feedback & Complaints Procedure

BSARCS is committed to improving the services we offer and it is extremely important to us that when clients access our services, their experience is positive.

We encourage our clients to give us feedback throughout their support and, formally by way of an evaluation questionnaire, when their support comes to an end.

Whilst generally this feedback is positive, we recognise that sometimes an individual's experience of our work may not be as we would like. It is important that we hear about these instances in order for us to learn and improve.

If you are unhappy with anything about the service you have received, where possible, we encourage that you discuss this directly with your worker, who will listen to your concerns and try to address them.

If you feel unable to do this, or if the response you receive from the worker is not satisfactory you may wish to raise a formal complaint. Our complaints procedure is set out below:

- You should outline the details of your complaint by email to **info@bsarcs.org** or, if you prefer, in a letter addressed to the **CEO, BSARCS, P.O. Box 775, Barnsley, S70 9PL** and marking it as Private & Confidential.
If this is difficult for you, you can contact us by telephone and we will arrange a suitable time for the CEO to call you to discuss your complaint.
- We will acknowledge receipt of your complaint within 1 week of receipt of the written complaint, this will usually be in writing, unless we do not have consent to write to you at your home address in which case we may contact you by telephone.
- In order to fully consider your complaint, the CEO may contact you by telephone or invite you into the office to discuss your experience. The CEO will make appropriate enquiries before reaching a decision on whether your complaint is to be upheld. If your complaint involves a specific member of staff, they will also speak with that individual.
- The CEO will respond to your complaint in a timely manner, the decision on whether your complaint is to be upheld, either partially or fully, will be notified to you in writing no later than four weeks after your complaint was received. If, for any reason, this timeframe cannot be met (due to extenuating circumstances or the complexity of the complaint) then we will write to you to advise you of the reason for the delay.

- If you are unhappy with the response from the CEO, you are able to escalate your complaint to BSARCS' Board of Trustees. Again, you should set out your complaint in writing, addressed to the 'Board of Trustees' at the same address, this correspondence should be marked as Private & Confidential and will be passed to an appropriate member of the board to action.
- BSARCS' Trustees will discuss the complaint at the next possible board meeting where a plan will be agreed as to who is to take responsibility for the complaint and what needs to happen next. A representative from the Board of Trustees will keep you informed of the progress of your complaint and may require further information from you to deal with it satisfactorily.
- When the Board of Trustees has reached a conclusion with regards to your complaint, this will be communicated to you in writing.