

## 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.

Any formal complaint will be investigated by an appropriate manager, usually this will be the relevant service manager, although it may be another manager within the service as appropriate.

Whether upheld or not, all feedback and complaints will be discussed by the management team in order that we can reflect on our practice and ensure best possible service provision.

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 **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 an appropriate manager 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 appropriate manager may contact you by telephone or invite you into the office to discuss your experience. They 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.
- We 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 initial decision, you are able to escalate your complaint to BSARCS' CEO. Again, you should set out your complaint in writing, addressed to the CEO at the same address, this correspondence should be marked as Private & Confidential.
- BSARCS' CEO may consult with Trustees about the complaint which may cause a delay in them responding (as our board meet monthly), however, they will keep you informed of the progress of your complaint and may require further information from you to deal with it satisfactorily.
- When the CEO has reached a conclusion with regards to your complaint, this will be communicated to you in writing.