BSARCS Client Feedback & Complaints Procedure

BSARCS is committed to providing effective, quality services and, in order to ensure we are meeting the needs of our clients and stakeholders, we actively encourage feedback. We regularly share feedback with our team and funders to demonstrate the impact of our work.

Whilst generally the feedback we receive is extremely positive, we recognise that sometimes an individual's experience of our work may not be as we would like and it is extremely 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, we encourage that you raise this at the first opportunity, we will listen to your concerns and try to address them directly.

If this is not appropriate or you are not satisfied with the response you receive, you may wish to raise this formally. All formal feedback and complaints are discussed by the management team, enabling us to reflect on our practice and ensure best possible service provision.

Complaints

If you wish to make a formal complaint you can email us at info@bsarcs.org, write to us at BSARCS, PO Box 775, Barnsley, S70 9PL or call us on 01226 320140.

We will acknowledge your complaint within 1 week of receiving it and will pass the details to an appropriate manager who will look into the matter, they may contact you to discuss your experience in more detail. Furthermore, if your complaint involves a specific member of our team, they will also speak to that individual.

We will respond to your complaint within four weeks, setting out our findings and any corrective action we plan to take. If, for any reason, this timeframe cannot be met (due to exceptional circumstance or the complexity of the complaint) we will confirm this to you and keep you updated on a realistic timeframe for our decision.

If you are unhappy with this decision, you are able to escalate your complaint to our CEO, using the same contact methods set out above and marking the correspondence as 'Private & Confidential'.

Our CEO may consult with our Trustee Board about the complaint, which can mean that any decision takes a little longer (as our board meet monthly). However, they will keep you informed on this and should be able to confirm when you are likely to receive their full response, which will be notified to you in writing.