

BIRMINGHAM LINK COMPLAINTS POLICY

1. POLICY

Birmingham LINK aims to provide a consistent high quality service to its service users. We do, however, recognise that this may not always be achieved and we need to know when our services do not meet expectations so that we can do something about it.

Direct complaints in relation to the Host organisation or any member of its staff should follow Gateway Family Services CIC – Complaints Policy.

2. PROCEDURE

All complaints must be directed, in writing, to the Senior Manager – Birmingham LINK.

All complaints must be logged and allocated a formal complaint number, which must be quoted on all correspondence.

Complaints should be acknowledged, in writing, within 48 hours of receipt.

The Senior Manager will appoint an appropriate member of the Management Team to investigate the complaint. The investigating officer should not be directly involved with the area of work from which the complaint has been made (e.g.: Chair of working group can not investigate a complaint relating to the work of that group).

All complaints must be investigated and a detailed written response sent within 21 days; sooner wherever possible. During this time the complainant should be kept updated of all stages of the investigation.

All correspondence must be saved electronically and hard copies kept in paper files.

Any confidential documents must be saved electronically in restricted folders and any hard copies kept in accordance with the Confidentiality policy.

The Senior Manager will oversee the complaint and ensure that any corrective action or service improvements, as identified through the investigation, is implemented immediately.

3. DATE OF IMPLEMENTATION

This policy is effective from February 2009.

4. COMMENTS AND COMPLAINTS

When we receive complaints we will deal with them as thoroughly and as quickly as possible under our complaints procedure.

Any complaints should be sent in writing to:

Bill Poacher
Senior Manager – Birmingham LINK
Gateway Family Services CIC
Radclyffe House
66 - 68 Hagley Road
Birmingham B16 8PF

FREEPHONE: 08006 525278
EMAIL: birminghamlink @gatewayfs.org