



## **Bale's Buddies Therapy Dogs Community Outreach Complaints and Appeals Policy and Procedure**

Bale's Buddies Therapy Dogs Community Outreach Ltd is committed to providing the highest quality of service to service recipients, employers and customers.

Bale's Buddies Therapy Dogs Community Outreach recognise that service recipients, employers and customers, have the right to raise concerns or complaints about our services and have access to clear information on how to voice complaints or concerns.

As part of our Quality Assurance Monitoring and Feedback, we have produced the Complaints and Appeals Policy, process which aims to evaluate the level of quality through the process of delivery of wellbeing sessions, information advice guidance and gathering information on customer/client complaints.

In response to the procedure/policy, we will use the information contained within the complaint forms to monitor and evaluate service provision as a direct response to a complaint.

All complaints will be dealt with according to the individual merit of the complaint. If a satisfactory settlement of the complaint is not initially met through the IQA or management team, then the matter will be brought to the attention of the Managing Director, and further to this, if a satisfactory outcome is not met referred to the appropriate professional organisation.

### **Complaint and Appeal Process**

We will take any concern, complaint or appeal made against the company or any member of staff seriously and will investigate it promptly, for resolution as quickly as possible. We will ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames. We will listen carefully to complaints and treat complaints as confidential, where possible. Investigate the complaint fully, objectively and within the stated time frame. Notify the complainant of the results of the investigation and any right of appeal.

A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel we have:

- Failed to provide a service or an acceptable standard of service
- Made a mistake in the way the service was provided
- Failed to act in a proper way
- Provided unfair service

There are three stages to the complaint's procedure:

- Stage One - Informal

- Stage Two – Formal
- Stage Three - Appeal

### **Stage One - Informal**

Bale's Buddies Therapy Dogs Community Outreach encourages staff, employers and customers to aim to resolve any issues or concerns through open and informal procedures in the first instance by speaking to a member of the management team. Any person with a complaint or concern is invited to discuss the matter first with an appropriate member of staff. They will respond with advice and guidance as how to proceed from this point to resolve the issue raised. In the case of staff, this should always be their Line Manager. If the complaint is about their Line Manager, then a member of the Management Team.

### **Stage Two - Formal**

If the person is not satisfied with the informal route then they can submit a formal complaint.

#### **This can be submitted via one of the below methods;**

Telephone: Speak to James Bosworth on 01803 875280

Email: [community-outreach@balesbuddies.org](mailto:community-outreach@balesbuddies.org)

Letter: Bale's Buddies Therapy Dogs Community Outreach Ltd, Normans, Dacombe, Newton Abbot, TQ12 4ST.

- Receipt of the complaint will be acknowledged within writing 2 working days from when the formal complaint is received.
- A member of the management team will deal with the complaint and a full investigation will be carried out. This may include further discussions, clarifications or meeting with the complainant.
- We will reply within 15 working days with a full response outlining the outcomes of the investigation in writing. If it is not possible to respond within this time, for example because a detailed enquiry is still taking place, or staff absence - we will issue an interim response, explaining what is being done to deal with the complaint and when a full reply can be expected.
- Notify you within 10 working days if the complaint is not upheld, reasons will be given as to why.

### **Stage Three – Appeal**

If the complainant is not satisfied with the outcome they are entitled to appeal the decision in writing to an appointed person who has no involvement in the complaint or investigation within 5 working days from the date the outcome letter was received. The appointed person should be a senior staff member and have had no substantial involvement in the dealing of the complaint. All complaints will be monitored and where possible used to improve and develop our services.

Last updated: March 2024

Next review: March 2025