



Complaints Policy

This policy is intended to define how Sussex Against Bullying aims to provide staff, volunteers, organisations and individuals with the best possible experience. We positively welcome suggestions you may have for how we can improve our service.

1. Initial concerns

- (a) Any concerns should be raised with the relevant person at the time as it is often easy to resolve any issues that have arisen with clear communication and explanation.
- (b) A staff or volunteer should be made aware of the complaint so that they can make a note of who raised it and how it was dealt with. This should be reported to the administrative staff to allow them to keep a record of locally resolved issues. This data can then be used to improve services and track patterns and concerns.
- (c) If you do not feel that you can raise your complaint directly with the person involved or feel the matter has not been resolved then speak to an alternative member of staff.

2. Escalation

- (a) If you feel that the matter has not been resolved by the person it involves or another member of staff then a line manager should be contacted to mediate. This can be done in person, on the telephone or in writing.
- (b) The line manager will acknowledge receipt of the complaint and mediate between the person who raised the complaint and the subject of the complaint in order to reach a resolution.
- (c) In the event that the complaint being raised is of a serious nature then it should be made in writing and marked "Private & Confidential". This should be sent to the designated complaints investigator who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter. If you need an interpreter or advocate to help you make your complaint please contact the Citizens Advice Bureau (<https://www.citizensadvice.org.uk/>).

3. Staff response

- (a) Any member of staff or volunteer that receives a complaint should follow the listen to the issues and ask questions to establish the basic circumstances and who was involved in the situation. Details of the person making the complaint should be noted along with contact details.
- (b) Any complaint escalated to the designated complaints investigator will be acknowledged and raised with the board of Trustees where it can be decided whether an investigation is required.
- (c) Any action decided upon by the board of trustees will result in the complainant being updated within 3 working days of the meeting and again upon conclusion of any investigation (normally within 21 working days).

- (d) The designated complaints investigator will use the Record of investigation (*Appendix A*) and complete the checklist (*Appendix B*).

4. Resolution

- (a) An initial complaint can be resolved by any member of staff in person by way of a personal apology by the person involved and any necessary and reasonable resolution.
- (b) If a matter is raised with the designated complaints investigator then, where appropriate, Sussex Against Bullying will make a written apology to the complainant and agree any further action necessary to make good the cause of the complaint.
- (c) All formal complaints and the response made to them will be recorded and filed in a secure place.
- (d) The board of trustees will include a complaints slot within their agenda at their regular meetings to ensure they are aware of the number of complaints raised within a time period and the resolutions.

5. Contact

- (a) Complaints can be made in writing to 'The Trustees 23 A'Beckets Avenue, Aldwick Bognor Regis West Sussex PO21 4LX' or by email info@sussexab.org.

Review date: 7th August 2018

Reviewing person: Benjamin Checkley

COMPLAINTS CHECKLIST *Appendix A*

Use this checklist when investigating a complaint as part of the organisations

complaints policy and procedure.

Designated complaints investigator:

Dated:

Have you conveyed verbally to the complainant the investigation procedure and timescale?	YES/NO
Have you obtained a full account from the complainant to establish background to and detail of the complaint?	YES/NO
Have you made a written record of the complainant's account which you have dated and signed?	YES/NO
Has the complainant countersigned as correct the record you have made?	YES/NO
Have you given a copy of the complaint to those associated with its contents?	YES/NO
Have you asked, in writing, for a statement from those associated with the complaint within an agreed period of time?	YES/NO
Have you received the statements within the agreed time period?	YES/NO
Have you advised those being interviewed that they can have a friend with them?	YES/NO
Have you interviewed all those associated with the complaint?	YES/NO
Have you written up, signed, and dated your notes from each of these interviews?	YES/NO
Have you reviewed all the evidence placed before you?	YES/NO
Have you assessed whether or not you feel there are grounds for complaint?	YES/NO
If so, have you considered all the options for action that could/should be taken as a result?	YES/NO
Are you clear in your own mind what will be the content of the discussion with the Chair about this investigation and its findings?	YES/NO
Have you discussed fully with the board of trustees the findings of your investigation and your recommendations for action?	YES/NO
Have you put these formally in writing to the trustees, together with the statements and notes taken during the course of the investigation?	YES/NO

INVESTIGATIVE NOTES
Appendix B

Designated complaints investigator:		
Date complaint first received:		
Date assigned to complaints investigator:		
Date board of trustees notified:		
Complainant name:		
Complainant contact number:		
Complaint address (if provided):		
Person complaint first raised with:		
Names of all persons involved in complaint:		
Summary of initial complaint:		
Any initial action taken on behalf of Sussex Against Bullying		
Log of contact with complainant		
DATE & TIME	METHOD	NOTES
___ / ___ / _____ :_____	Person / Phone / Email / Letter / Other	
___ / ___ / _____ :_____	Person / Phone / Email / Letter / Other	
___ / ___ / _____ :_____	Person / Phone / Email / Letter / Other	
___ / ___ / _____ :_____	Person / Phone / Email / Letter / Other	
___ / ___ / _____ :_____	Person / Phone / Email / Letter / Other	
___ / ___ / _____ :_____	Person / Phone / Email / Letter / Other	
___ / ___ / _____ :_____	Person / Phone / Email / Letter / Other	
___ / ___ / _____ :_____	Person / Phone / Email / Letter / Other	
___ / ___ / _____ :_____	Person / Phone / Email / Letter / Other	

Records of accounts obtained			
DATE	ROLE	NAME	
____/____/____	Complainant		
<p>ACCOUNT:</p> <p>Where were you?</p> <p>When was this?</p> <p>Who was present?</p> <p>What happened? Tell me Explain it to me Details</p> <p>Why it happened?</p> <p>What would you like to happen next?</p>			
COMPLAINANT SIGNATURE		INTERVIEWER SIGNATURE	

DATE	ROLE	NAME	
/ /			
<p>ACCOUNT:</p> <p>Where were you?</p> <p>When was this?</p> <p>Who was present?</p> <p>What happened? Tell me Explain it to me Details</p> <p>Why it happened?</p> <p>What would you like to happen next?</p>			
<p>INTERVIEWEE SIGNATURE</p>		<p>INTERVIEWER SIGNATURE</p>	

DATE	ROLE	NAME	
/ /			
<p>ACCOUNT:</p> <p>Where were you?</p> <p>When was this?</p> <p>Who was present?</p> <p>What happened? Tell me Explain it to me Details</p> <p>Why it happened?</p> <p>What would you like to happen next?</p>			
<p>INTERVIEWEE SIGNATURE</p>		<p>INTERVIEWER SIGNATURE</p>	

DATE	ROLE		NAME	
/ /				
<p>ACCOUNT:</p> <p>Where were you?</p> <p>When was this?</p> <p>Who was present?</p> <p>What happened? Tell me Explain it to me Details</p> <p>Why it happened?</p> <p>What would you like to happen next?</p>				
<p>INTERVIEWEE SIGNATURE</p>		<p>INTERVIEWER SIGNATURE</p>		

Date investigation concluded:			
Findings			
Resolution			
COMPLAINANT SIGNATURE		INTERVIEWER SIGNATURE	
Administrative notes			

Approved 28th August 2018