



Bexley Voice

Bexley Parent Carer Forum



COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY AND PROCEDURE

The aim of this policy is to demonstrate how Bexley Voice (BV) is committed to providing a responsive service, to meet the needs of families with children and young people with disabilities and/or special needs.

BV welcomes comments and feedback from members, individuals and organisations about the service they have received, both positive and negative. Feedback and comments will be recorded and reviewed to help us improve and develop what we offer.

This policy applies to all Bexley Voice parent carer and professional members and volunteers. A separate policy is in place for BV employees to raise grievances.

Policy Commitment

BV actively encourages comments and feedback in a number of ways:

- verbal feedback in one to one sessions
- use of the comments/suggestions/complaints form on our website
- via the BV confidential contact and feedback forms
- Evaluation Forms used at all of our events
- survey monkey questionnaires on our performance.

All feedback is collected, summarised and reviewed by the Bexley Voice team to ensure lessons can be learned.

Policy Guidance – Complaints and Grievances

Complaints from members about a Bexley Voice Employee, Trustee, Committee Member or Volunteer

Informal resolution

If a member wishes to complain about the behaviour or action (or lack of action) of a member of the BV team, the member is encouraged to discuss the issue with the person concerned to try and resolve the issue informally.

Formal resolution

If a member is not satisfied with the response or is unable to raise the issue with the person concerned, they should write to the Chair of BV Trustees, outlining the nature of their complaint and how they would like BV to rectify the situation.

The complaint will then be discussed at the next BV Trustees meeting. The BV Trustees will consider the issue, including any investigations that may have been undertaken, and make their proposals. The BV Trustees decision on this matter is final.

Complaints from Bexley Voice Trustees, Committee Members and Volunteers about other Bexley Voice Employees, Trustees, Committee Members and Volunteers

Informal resolution

If a Trustee, Committee Member or Volunteer wishes to make a complaint about the behaviour or action (or lack of action) of another member of the BV team, they are encouraged to discuss the issue with the person concerned to try and resolve the issue informally.

Formal resolution

If a the complainant is not satisfied with the response or is unable to raise the issue with the person concerned, they should write to the Chair of BV Trustees, outlining the nature of their complaint and how they would like BV to rectify the situation. The complaint will be discussed at the next BV Trustees meeting. The BV Trustees will consider the issue, including any investigations that may have been undertaken, and will make their proposals. The BV Trustees decision on this matter is final.

Conflict of Interest

A conflict of interest occurs when a person's personal interests conflict with their responsibility to act in the best interests of the charity. A conflict of interest may be actual, potential or perceived and may be financial or non-financial.

All BV Trustees have a legal duty to act in the charity's best interests when making decisions as a Trustee. If there's a decision to be made where a Trustee has a personal or other interest, this is a potential conflict of interest and they may be unable to comply with their duty.

Trustees are expected to highlight any potential conflict of interests, as they arise, and take appropriate action to declare the situation and if required, remove themselves from discussions/decision making.

Conflicts of interest are common in charities. Having a conflict of interest doesn't mean a Trustee or Committee Member has done something wrong. Trustees must act to prevent any conflict of interest from interfering with their ability to make a decision in the best interests of the charity.

BV follow a 3 step approach (identify, prevent, record) so that our charity is able to comply with any duties and avoid making decisions that could be overturned and risking our charity's reputation.

For more information on how to identify, manage and record a conflict of interest, please refer to: <https://www.gov.uk/guidance/manage-a-conflict-of-interest-in-your-charity>.

Recording Information

A file will be kept of Comments, Compliments and Complaints (including any relevant meeting/investigation notes) and will be maintained under the General Data Protection Regulations.

Document Name:	Bexley Voice CCC Policy
Created Date:	November 2011
Reviewed Date:	July 2020
Next Review Date:	July 2022 Bexley Voice reserve the right to update or amend this policy at any time without notice.

Together we can make a difference...

Bexley Voice are a voluntary group of parent/carers of children and young people (age 0-25) with special/additional needs and disabilities (SEND) living in the London Borough of Bexley. We provide an opportunity for parent/carers to express their views and input into the planning and delivering of SEND services. We signpost, support and empower families to obtain the best possible care and services.

BEXLEY VOICE HELPLINE: 07512 409936

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WEBSITE: www.bexleyvoice.org.uk

REG CHARITY NUMBER: 1142306