



## **Battersea Befriending Network (BBN) Complaints Policy**

### **1. Introduction**

BBN endeavours to operate in a fair and equitable way for the benefit of those befriended and their befrienders. If anyone connected with or receiving a service from BBN raises concerns about the way BBN operates as an organisation, or wishes to complain about the actions of any of its members, the Complaints Policy exists so that these matters can be investigated and resolved in a timely fashion.

Allegations of any kind of abuse are dealt with separately under our Safeguarding Policy.

Allegations of financial misconduct or criminal activity will be referred to the police except in exceptional circumstances.

### **2. Procedure**

Any complaint should first be raised directly and dealt with informally by the parties meeting in an attempt to resolve the issue through discussion and a mutually agreed conclusion.

If the matter cannot be dealt with informally, the complainant should write to the Chair of BBN outlining the reasons for the complaint and what outcome they want to see. The Chair will appoint a delegated person from the Committee to carry out an investigation.

The Chair will communicate with the complainant within ten working days of receiving the complaint to inform them of what actions are being taken.

The delegated Committee member will interview both parties separately and read any relevant material before reaching a conclusion, and will write a brief report. He or she will meet the complainant to share his / her findings and recommendations for any actions.

If the matter is not resolved at this stage, the complainant needs to write to the Chair of BBN explaining what matters are unresolved and asking them to review the initial process.

The Chair may take advice from other Committee Members in reviewing the complaint and the way it has been investigated. The Chair will provide a written summary of their conclusions about the investigation and make recommendations for both parties.

All complaints will be treated as confidential to those involved and the investigators.

BBN will keep a record of all complaints in order to ensure that we continually review our practice and make improvements when necessary.

Date agreed: 24.02.2021