

Complaints Policy

Purpose

bibic is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which bibic can continue to improve our services is by listening and responding to the views of our families, and any other people or organisations with which we conduct business.

bibic's aim is to ensure that;

- Any complaint is dealt with in a fair, effective, efficient and positive way.
- Making a complaint is as easy as possible.
- bibic treats any complaint as a clear expression of dissatisfaction with our service which calls for a thorough response.
- Complaints are dealt with promptly, politely and when appropriate confidentially.
- bibic ensures individuals are kept informed of how the complaint is being dealt with and any actions being taken.
- bibic ensures we learn from complaints and use them to improve our service.

How to submit a complaint

Any individual can complain by;

- Calling our office on 01458 253344.
- Emailing info@bibic.org.uk
- Sending by post to:
bibic
Old Kelways
Somerton Road
Langport
TA10 9SJ

To support bibic to deal with your complaint promptly and fully please state that you are making a complaint, set out your concern as clearly as possible and provide your contact details.

Procedure

- Once bibic has received your complaint we will send acknowledgement within 5 working days.
- Your complaint will be passed on to the appropriate manager who will investigate the complaint and consider the actions that need to be taken.
- bibic aims to respond as soon as possible and may need to contact you to ask for more information or clarity before a final decision is made.
- bibic will respond and clearly state what steps were taken to investigate the complaint along with any resolution. Where bibic identifies mistakes in our approach an apology will be made to acknowledge these and bibic will outline what we will do to prevent the mistake from reoccurring.

- If for any reason you do not feel satisfied with the outcome please appeal and the complaint will then be raised with the Senior Leadership Team and/or the CEO.
- All complaints will be logged by the manager investigating the complaint with the outcome also logged.

Resolutions

Any resolutions offered will be at the discretion of the manager dealing with the complaint. Any appealed resolutions will be at the discretion of the SLT and/or CEO.