



Birmingham Peoples Centre

Putting people first

Complaints Policy

Revised June 2023

Complaints Policy

Your right to complain

We welcome feedback about any aspect of our service. We will use all feedback, positive or negative, to review our service and where appropriate provide you with redress. If you wish to complain, your complaint does not need to be in writing. However, it does need to be a formal expression of dissatisfaction with our service, so please be clear if you wish to make a formal complaint.

We will treat your complaint confidentially, seriously and deal with it quickly.

What can I do?

It is important to let us know that you are unhappy and to give us the chance to put things right. Don't be afraid to speak to the Project Coordinator who might be able to sort out the problem straight away. Otherwise, move to the more formal process.

Making a formal complaint

There are several ways to make a complaint:

- You can put the information in a letter and send it to:

Birmingham Peoples Centre
1 Willincroft Cottages
Upton Snodsbury Road
Pinvin
Pershore
WR10 2LB

- You can email us at:

trevor@bhampc.co.uk

- You can give us a call on:

(0121) 663 1224 or 07972 437396.

Complaints can be addressed to the Project Coordinator or the Secretary of the Board of Trustees.

You can tell us on the phone, in writing or face-to-face that you want us to investigate your complaint. You will be asked for information about your complaint so we can investigate the matter.

How will my complaint be investigated?

Your complaint will be investigated by the Project Coordinator, or by a nominated member of the Board of Trustees if you are complaining about the Project Coordinator (referred to below as the 'Investigating Officer').

Complaints Policy

If it is upheld, you will get a full apology and, where appropriate, be given details of any action that the Centre is taking to put things right.

If you are not satisfied with the outcome, you can ask for the decision to be reviewed.

We will aim to respond in full to your complaint within four weeks. However, if the issue is complicated, we will explain any delay and keep you informed of progress.

Review of your complaint

If you are still not satisfied, you can request a review. The review will be conducted by the Chair, or another Trustee who has not previously been involved with the complaint. We will aim to respond within in four weeks. Again, however, if the issue is complicated, we will explain any delay and keep you informed of progress.

Where else can I go?

If your complaint is still not resolved, you may wish to contact the **Legal Ombudsman** if it is about a solicitor.

You can contact the Legal Ombudsman:

- By post:

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

- By phone:

0300 555 0333

- By email:

enquiries@legalombudsman.org.uk

- Using their website:

www.legalombudsman.org.uk.

Vexatious and Malicious Complaints

During an investigation, if the Investigating Officer determines the complaint to be vexatious or malicious, he/she will not pursue the complaint any further. Before the complaint is deemed vexatious or malicious, the Investigating Officer must bring it to the attention of the relevant delegated person, such as the Chair of the Board of Trustees.

This does not remove the Complainant's right to submit their complaint to independent agencies such as the Legal Ombudsman.

If a complaint is found to be vexatious or malicious, there will be no record of the complaint against the name of the trustee, employee or volunteer about whom the complaint was made.