



## **Complaints and feedback policy and procedure**

### **Policy statement**

At Baraka Community Partnerships we are committed to helping communities improve their prospects through education, assistance with healthcare and water and sanitation projects. We aim to carry out this work thoroughly and effectively to a high standard. There may be times we do not meet our own high standards. When this does happen, we want to hear about it and deal with the situation as quickly as possible to resolve it and prevent it from happening again.

We view legitimate complaints and feedback positively as they form part of the assessment and analysis of what we do and help us to grow, adapt and improve.

We are happy to acknowledge the mistakes that we have made, apologise for these and try to prevent them from happening again in the future.

We place safeguarding at the heart of all we do. If you have any concerns about the behaviour of one of Baraka's staff or associated personnel, it is vital that you tell us about it immediately so that appropriate action can be taken.

### **Definitions**

A legitimate complaint is an expression of dissatisfaction about the standards of service provided by Baraka Community Partnerships which are under the control of the Charity or its' staff and associated personnel.

For the purposes of this document associated personnel covers: contractors, volunteers, partners, members of the board of trustees for Baraka Community Partnerships and its' related charities and anyone else carrying out the work of Baraka Community Partnerships.

### **Aims**

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the complaints procedure so that people know how to contact us to make a complaint and are confident to use the process.
- To ensure Baraka Community Partnerships staff and associated personnel know what to do if a complaint is received.



- To ensure complaints are investigated fairly and in a timely manner.
- To ensure that complaints are, wherever possible, resolved and that relationships are repaired.
- To improve what we do.

### **Confidentiality**

All complaint information will be handled confidentially. Relevant information will be shared only with those who have a legitimate 'need to know'.

### **Procedures**

#### **1. Contact details for making a complaint**

You can email: [information.baraka@gmail.com](mailto:information.baraka@gmail.com)

By mail: Director of Operations,  
Baraka Community Partnerships,  
84 Gaston Way,  
Shepperton,  
Middlesex,  
TW17 8EY

In person: to any member of staff or associated personnel making clear that you wish to make a formal complaint.

If the complaint is about the Director of Operations please contact:  
Peter Skinner-Chair of the board of trustees for Baraka Community Partnerships  
[Peterskinner138@gmail.com](mailto:Peterskinner138@gmail.com)

#### **2. Complain to external bodies**

You can complain to the Charity Commission at any stage. Below is the link to their 'raising concerns' page.

<https://forms.charitycommission.gov.uk/raising-concerns/>

#### **3. Receiving complaints**

Complaints may arrive through a variety of channels. Every complaint will be properly recorded. The person receiving the complaint should:

- Take the complainants personal and contact details.
- Record details of the complaint.



# Baraka

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- If the complaint is minor and can be resolved by an explanation or apology the person receiving the complaint should do so and record the conversation and outcome.
- If the complaint cannot be resolved in this way, the complainant should have their complaint acknowledged and hopefully responded to within 10 working days. If an investigation is needed then let the complainant know they will receive a response within 20 working days.
- Where possible the complaint should be dealt with locally rather than by staff in another country.
- Confidentiality must be maintained and the person receiving the complaint should not discuss the details of the complaint with other members of staff. The person receiving the complaint can consult a senior member of staff and the Director of Operations.

#### 4. Resolving complaints

- On receiving a complaint it is important to ask the complainant how they would like to see this resolved and any suggestions they may have. If deemed appropriate the complainant will be offered support in dealing with any negative consequences associated with the reason for the complaint.
- We are unable to respond to anonymous complaints.
- If the complaint has been resolved, the person who received the initial complaint will contact the complainant in their preferred way to notify them and explain any changes that have been made following the complaint.
- The Director of Operations will appoint someone to investigate the complaint-most likely the member of staff who received the complaint.
- If the complaint relates to a specific person, they will be informed and given the opportunity to account for their involvement and perspective.
- On completion of the investigation, the investigating member of staff will write a short report for the Director of Operations. This will include: outline of the details of the complaint/the investigation carried out and the findings/any recommendations and learning points.

The Director of Operations will accept the report or ask for further investigations.

If the Director of Operations accepts the report, the investigating member of staff will contact the complainant describing the investigation, the conclusions and any action taken as a result of the complaint.



- The complainant can appeal the decision if they feel the complaint has not been resolved. The chair of the board of trustees would then review the initial investigation yet there is no obligation to investigate further if it is deemed that the complaint has been appropriately dealt with. Within 20 working days the chair of the board of trustees will contact the complainant and let them know the outcome of the appeal. The decision taken at this stage is final.

### **Disciplinary**

Where the findings of an investigation indicate misconduct by a member of staff consideration will be given to taking disciplinary action. The complainant will be notified of the outcome of any proceedings.

### **Associated policies**

Code of conduct

Responding to safeguarding reports

Protection from Sexual Exploitation and Abuse policy

Disciplinary procedure

Confidentiality policy

Communications policy



## Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve. Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal.