



BENEDETTI
FOUNDATION

Complaints Policy and Procedure

LAST UPDATED: 10.06.21
APPROVED BY BOARD: JUNE 2021

Policy statement

The Benedetti Foundation ('BF') welcomes feedback and comments from all people we work with.

BF views complaints as an opportunity to learn and to improve, as well as a chance to put things right for the person or organisation that has made the complaint.

1.0 Policy principles

Our aim is to provide a fair and clear way for complaints to be made and to ensure our complaints procedure is publicised, for example on the BF website, and readily available so that people know how to make a complaint.

We will ensure that all at BF know how to respond to a complaint, and that complaints are investigated in a fair and timely way. Wherever possible we will try to resolve complaints to the satisfaction of the person who has complained, and will work hard to repair any relationships.

All complaint information will be handled sensitively. Information will be shared only with those who need to know and in accordance with relevant data protection regulations.

BF will use complaints to gather insights and knowledge to help us improve what we do. A record will be kept of any complaints made to BF. This will be reviewed annually to ensure that any themes or trends can be identified and put right.

When BF gets things wrong, it will act to:

- accept responsibility and apologise
- explain what went wrong and why
- put things right by making appropriate changes
- learn lessons from mistakes and change policies and practices where proportionate and sensible to do so

2.0 Definitions

A 'complaint' is an expression of dissatisfaction about any aspect of BF or its work, whether justified or not.

Complaints may come from anyone retained by BF in connection with sessions or activities, a child, parent or carer, a volunteer, or an organisation that has a legitimate interest in BF. Members of the general public may also have cause to complain if something is perceived to be improper.

BF employees with concerns should refer to the appropriate BF internal policy, such as BF's Grievance Policy and Procedure, rather than following this guidance.

A complaint can be received verbally, by phone, by email or in writing.

3.0 How to make a complaint to BF

Written complaints can be made to:

Foundation Director
The Benedetti Foundation
c/o Turcan Connell
Princes Exchange
1 Earl Grey Street
Edinburgh
EH3 9EE

Or by email to:

laura@benedettifoundation.org

We also encourage feedback from participants at Benedetti Foundation sessions and activities.

Verbal complaints can be made:

In person to any of BF's personnel at any of our sessions or activities

By phone: please contact laura@benedettifoundation.org for a contact number

4.0 How we will respond to your complaint

Whether a complaint is received through one of the channels noted above, or by other means such as social media, we will endeavour to record the following information in order that the complaint can be acknowledged and action taken:

- the facts of the complaint
- the complainant's name, address and telephone number or other contact details
- the relationship of the complainant to BF

We will also:

- tell the complainant that we have a complaints procedure and provide a copy of this policy if necessary
- explain that we need to retain some of the complainant's personal data in order to address the complaint, and that these will be processed appropriately in accordance with data protection regulations
- tell the complainant what will happen next and how long it may take to respond - using the guidance on process below
- if appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

5.0 Procedure for handling complaints

5.1 Stage 1

BF anticipates that the majority of issues raised will be resolved at this stage. On receipt of a complaint the Foundation Director will investigate and may contact any individual/s involved and ask them for their response. Once we have completed our investigation we will respond accordingly.

We will acknowledge complaints within 5 working days of receipt. BF aims to send a full response as quickly as possible, and within 20 working days of receipt.

Whether a complaint is found to be justified or not, BF's reply will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

5.2 Stage 2

If a complainant is dissatisfied with the response we make at stage 1, they may request a review. We will acknowledge this within 5 working days and will aim to respond as quickly as possible, and within 20 working days.

The review will be carried out by a member of the BF Board of Trustees. S/he will review the original complaint and BF's response, together with any subsequent correspondence.

Whether the complaint is found to be justified or not, BF's reply will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

5.3 If you are still dissatisfied: external stage

BF is a charity registered in Scotland (SRCN SC049688).

If having followed the two internal stages of BF's complaints procedure you are not satisfied that your complaint has been addressed, you can complain to the Office of the Scottish Charity Regulator:

<http://www.oscr.org.uk/charities/raise-a-concern-about-a-charity>