



Complaint Policy

Reviewed on: May 2024

Next Review date:

May 2025

Chief executive/ Responsible Officer: Z Lieber

CONCERNS AND COMPLAINTS POLICY

As we provide services, programs and activities for people in the community we hope that everyone is happy with the service it provides, but would understand that there may be times when a beneficiary would have concerns. Kol Bonaich hopes that every beneficiary will feel able to discuss any concerns or issues that they may have with Kol Bonaich directly. KB will make every effort to resolve the issue.

Depending on the nature of the complaint, KB will investigate the issue. A written complaint will be investigated immediately and a response will be given within 28 days. Complaints will be treated sensitively. All complaints will be recorded and filed in the office.

A written record of all complaints will be kept on file. It will remain confidential unless an Ofsted inspector asks to see it. The following will be recorded:

- ⇒ Name of person making the complaint.
- ⇒ Nature of the complaint.
- ⇒ Date and time of the complaint.
- ⇒ Action taken in response to the complaint.
- ⇒ The outcome of the complaint investigation (for example, ways the service has improved).
- ⇒ Details of the information and findings that were given to the person making the complaint (which should have been provided to them within 28 days), including any action taken.

CONCERNS AND COMPLAINTS RECORD

- ⇒ Name _____
- ⇒ Date and time of the complaint _____
- ⇒ Is the complaint regarding?
- Service []
 - Professionalism []
 - Care []
 - Staff member []
- ⇒ Nature of the complaint _____
- ⇒ Have you previously discussed your complaint?
- With whom? _____
 - Date? _____
- ⇒ Any suggestions or advice you wish to give The Staff? _____

FOR STAFF USE ONLY

- ⇒ Action taken in response to the complaint _____
- ⇒ The outcome of the complaint investigation (for example, ways the service has improved). _____
- ⇒ Details of the information and solutions given to the person making the complaint (which should have been provided to them within 28 days), including any action taken and the date this occurred. _____