

# BIRMINGHAM & SOLIHULL WOMEN'S AID

## COMPLAINTS / COMMENTS POLICY

### 1. INTRODUCTION:

Birmingham & Solihull Women's Aid (BSWA) is committed to improving its service through feedback from staff, volunteers, service users, external agencies and other professionals.

BSWA welcomes comments, complaints and suggestions for improvements from any interested parties and will use this feedback to inform its current work and the development of new services.

BSWA is particularly interested in hearing comments about:

- Accessibility and suitability of services
- Interactions with staff or volunteers
- Issues relating to racism or any other form of oppressive practice or discrimination
- Any other issue that you feel has not been dealt with satisfactorily

BSWA encourages service users to seek support from other agencies in making a complaint or raising a concern where they would find this helpful.

### 2. THE PROCEDURE

#### 2.1. Making an informal comment / complaint

BSWA encourages service users and external agencies to speak directly to staff members if they wish to make a comment or complaint about a service they have received. General feedback about our work can be submitted via email to [info@bswaid.org](mailto:info@bswaid.org)

Alternatively, you can talk or write informally to a project manager about your comment / complaint. Information about the most appropriate project manager to speak or write to can be obtained by contacting BSWA's head office on 0121 685 8687. **BSWA actively encourages staff members and volunteers to inform service users and professionals of the name and contact details of their line manager when asked to do so.**

If you are not satisfied with the outcome from following the above procedure you may want to take the matter further by making a formal complaint.

#### 2.2. Making a formal complaint

In order to make a formal complaint you will need to write to the relevant Project Manager. This information can be obtained by ringing our Head Office on 0121 685 8687 or by writing to: **Birmingham & Solihull Women's Aid, Ryland House, 44-48 Bristol Street, Birmingham, B5 7AA.**

Your complaint will be looked into by the relevant Project Manager who will respond to you within 28 days.

You have the right to withdraw your complaint at any time.

### **2.3. What happens if you are not satisfied with the outcome?**

If you are not satisfied with the decision made regarding your complaint, you will need to send details of your complaint with reasons stating why you are not satisfied to one of BSWA's Heads of Service. You have seven days to make this step after receiving your decision.

BSWA Heads of Service can be contacted at: **Birmingham & Solihull Women's Aid, Ryland House, 44-48 Bristol Street, Birmingham, B5 7AA.**

The Head of Service will respond to you within 14 days of receiving your letter.

- 2.4. If you have a complaint about one of the Heads of Service, please address your complaint in the first instance to BSWA's Chief Executive who can be contacted on the above address.
- 2.5. If your complaint is about the Chief Executive then the matter will be discussed with two Trustees.
- 2.6. If your complaint is about a Trustee then that should be raised by the BSWA Chair of Trustees.

If you would like to talk through your concerns with an independent person outside of BSWA before or instead of making a formal complaint, you can contact Coventry Haven at [eyates@coventryhaven.co.uk](mailto:eyates@coventryhaven.co.uk)

If you are unhappy with the outcome of your complaint, you can contact Women's Aid [info@womensaid.org.uk](mailto:info@womensaid.org.uk)

*This policy is complemented by specific project procedures which can be obtained upon request.*

## Version Control

<b>Date</b>	<b>Author</b>	<b>Section</b>	<b>Reason for Change</b>
November 2021	Sally Dennis	2.1	amended method of providing feedback to email instead of post
		2.5	Added – in case of complaint is about the CEO
Added	Sally Dennis	2.3 and throughout	Changed Operations Manager to Head of Service to reflect job titles
		1	Added specific example of racism and discrimination
		2.6	Added process re trustees