



Bath Welcomes Refugees Complaints Policy

This document contains the policy and procedures to be used by BWR when a complaint is made about a BWR person, product or service.

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Version: 2.0

Date created: 14 November 2019

Last updated: 01/04/2024

Next update: 1st April 2026

Bath Welcomes Refugees' Complaints Policy

At Bath Welcomes Refugees (BWRs) complaints are viewed as an opportunity to learn and improve for the future, as well as a chance to put things right for the individuals that made the complaint.

The purpose of this policy is to:

- make it easy for all those supported by BWR to report a complaint;
- provide a fair and timely complaints procedure;
- make sure everyone providing resettlement support knows what to do if a complaint is received;
- make sure that complaints are, wherever possible, resolved and that relationships are repaired;
- gather information which helps BWR improve the service it provides.

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of support or service provided by BWR or a BWR representative. This will include a complaint about:

- The people who are responsible for providing direct support to refugees and asylum seekers;
- The quality of the support or service received;
- Other service providers (e.g. relating to accommodation, interpreters, medical or English Language tuition providers);
- A complaint can be made by refugees, asylum seekers, BWR volunteers, other service providers and members of the public;
- A complaint can be made verbally, by phone, by email or in writing.

This policy does not include complaints made by members of the refugee or asylum-seeking family about other members of their family, which would be dealt with through the safeguarding Policy.

All complaint information will be handled sensitively and with care and confidentiality, telling only those who need to know and following any relevant data protection requirements.

In the event a complaint cannot be resolved to the satisfaction of the complainant when investigated within BWR, the services of an Independent External Mediator will be engaged by BWR to carry out an investigation and determine the final resolution, which cannot be challenged by the complainant or BWR.

1. Complaints Procedure

1.1 How to make a complaint:

1.1.1 Verbal Complaint

A verbal complaint should be made at the earliest opportunity to Linda Walz. If this is not possible or is inappropriate to do so due to the nature of the complaint, the complainant should contact Stephen Whittle, the trustee responsible for complaints (Stephen.whittle@bathwelcomesrefugees.org.uk or 07801253256).

1.1.2 Telephone Complaint

A telephone complaint should be made at the earliest opportunity by calling Linda Walz on 07597 931628. If this is not possible or is inappropriate to do so due to the nature of the complaint, the complainant should contact Stephen Whittle, as above.

1.1.3 Written Complaint

A complaint should be made in writing, at the earliest opportunity via email to complaints@bathwelcomesrefugees.org.uk or by letter to the following address: BWR Complaints, 16, Claverton Buildings, Bath, BA2 4LD.

2. How to respond to a complaint

Complaints received verbally or by telephone should be written down immediately, and a secure record kept. The person receiving the complaint should use the form provided in Appendix B to:

- Record the complainant's name, address and contact telephone number
- Write down the details of the complaint
- Remind the complainant of the complaints' procedure
- Advise the complainant what will happen next and give an idea of timescales
- If possible, and where appropriate, ask the complainant to follow up by providing a written account of the complaint in their own words.

Records of Complaints will be held electronically in a secure location with access restricted on a need-to-know basis. The named trustee will be responsible for maintaining records of Complaints.

Complainants will receive an initial response by telephone within 48 hours, or by the next working day. This should be followed by a written response, including all the above as well as the name and contact details of the person assigned to handle the complaint.

3. Resolving a complaint

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the person receiving the complaint feels they may be able to resolve the complaint swiftly they should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to Linda Walz within 48 hours.

On receiving the complaint, Linda Walz will ensure it is recorded. The record of each complaint will include details of any follow up action taken. If it has not already been resolved, they will delegate an appropriate person to investigate it and to take appropriate action.

Complaints should be acknowledged by the person handling the complaint within 48 hours. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this Complaints Procedure should be attached.

If the complaint relates to a specific person, they should be informed and given a fair and timely opportunity to respond as part of any investigation.

Ideally complainants should receive a definitive written reply within 10 working days. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

If the complainant feels that the problem has not been satisfactorily resolved, they can ask for the complaint to be escalated.

4. Responding to an escalated complaint

If the complainant feels their complaint has not been satisfactorily resolved following the initial investigation, they can request it is escalated. At this stage, the complaint will be passed to the named trustee who will acknowledge receipt within 48 hours of receiving it. At the same time the named trustee will notify the complainant in writing the complaint has been escalated and advise the complainant how their appeal will be handled.

The designated person may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the initial complaint.

The process outlined in section 3 above should be used.

Any individuals who dealt with the original complaint should be kept informed and given ample opportunity to explain the reasons for the original decision.

The decision taken at this stage is final, unless it is appropriate to seek external assistance with resolution at which time an Independent External Mediator will be contracted to review the complaint and determine its resolution which will be final.

5. Variation of the Complaints Procedure

The complaints procedure may vary for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a person who is responsible for reviewing a complaint. Varying the Complaint Procedure will be carried out by the BWR Board of Trustees.

6. Monitoring and Learning from Complaints

Complaints will be reviewed at each meeting of the BWR Board of Trustees to identify any trends which may indicate a need to take further action. These meetings usually take place every month.

7. Language Translation

A copy of this complaints policy can be made available to people supported by BWR in their own first language.

Translation into the appropriate language is also provided, as necessary, both for the complaint itself and for subsequent communications during the complaint process, including the final response.

8. Policy ownership and review

8.1 Policy Ownership

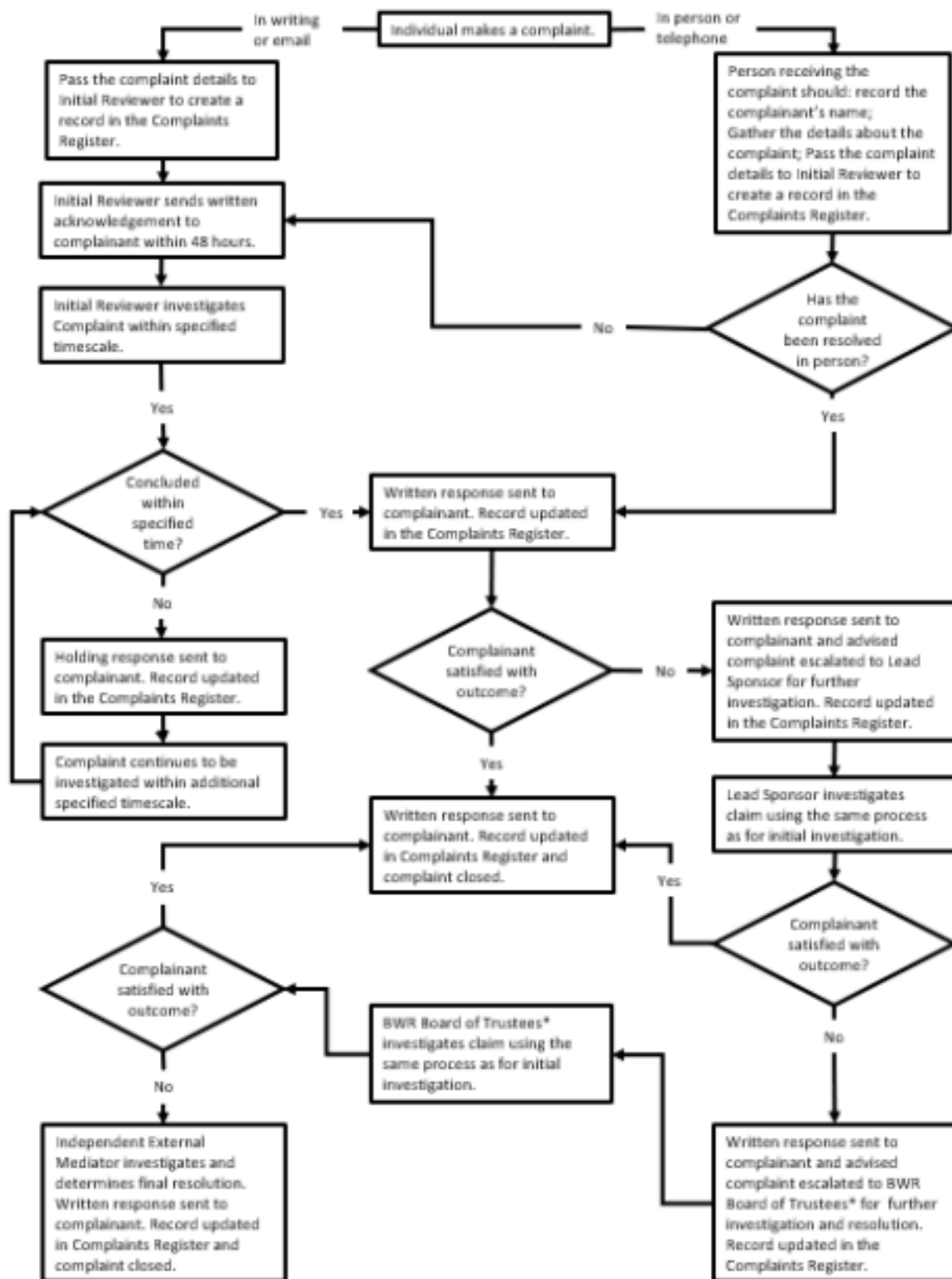
Overall responsibility for this policy and its implementation lies with the named trustee.

8.2 Policy Review

This policy will be reviewed regularly and updated and reissued on or before 24 months after publication date.

Appendix A – Flowchart of Complaints Procedure

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* Excluding Lead Sponsor

Appendix B – BWR Complaint Form

Bath Welcomes Refugees Complaints Form (Part A)

Complaint ID		Page No	
Complainant's name	Complainant's email address and/or phone number		
Date complaint raised	BWR representative recording the complaint		
Details of complaint including dates			

Please forward this form to complaints@bathwelcomesrefugees.org.uk as soon as you have recorded/updated the complaint. Please use additional forms as necessary. Thank you.

Bath Welcomes Refugees Complaints Record (Part B)

Complaint ID		Page No	
Action taken with dates		BWR reviewer	

[Empty rectangular box for recording or updating a complaint]

Please forward this form to complaints@bathwelcomesrefugees.org.uk as soon as you have recorded/updated the complaint. Please use additional forms as necessary. Thank you.