



COMPLIMENTS AND COMPLAINTS POLICY

<u>Policy Details</u>		
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Approval Name : <u>K.W.Norman</u>	Signature :	
Policy Co-ordinator	Nominated Trustee	
CEO – Jamie Sawtell	Andrew Churchill	
Review Cycle	Deadline for Review	
Annually	Jul 2020	

COMPLIMENTS AND COMPLAINTS POLICY

To support Bar 'n' Bus Trust, its staff and volunteers in dealing effectively with all complaints and making good use of any compliments received.

This will be done by:

- Having guidelines to follow to deal with complaints
- Having guidelines that help make the best of any compliments received
- Understanding how to use the local press and media to our trust's advantage.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

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