

Complaints policy

Introduction

Despite our best efforts and intentions, there will be times when our services, products, resources or interactions fall below the standard that we would expect, and we will receive complaints.

This policy sets out how we monitor the complaints that we receive and how we ensure that the procedures as set out are followed.

All Trustees, staff and volunteers have a responsibility to follow this policy.

Principles

We aim to ensure that:

1. Making a complaint is as easy and transparent as possible.
2. We deal with complaints appropriately and within the agreed time frame.
3. We treat a complaint as any clear expression of dissatisfaction with our services, our products, our resources, our people or organisation as a whole, which calls for a response.
4. We respond in the right way - for example, with an explanation or an apology where we have got things wrong and, if relevant and appropriate, information on any action taken.
5. We have the right to refuse to accept a complaint where the complaint is clearly vexatious, malicious or motivated by racist, sexist, homophobic or other discriminatory attitudes, or where the complaint threatens or abuses our staff or volunteers. The decision as to whether a complaint is vexatious will be taken by Chief Executive in conjunction with the Board of Trustees where necessary.
6. When a complaint identifies that something has gone wrong or has fallen below standards it is seen as an opportunity to improve and steps to avoid a recurrence will be put in place as appropriate.

Practices

1. Our complaints procedures will be made clearly available on our website, along with a copy of this policy.
2. We will monitor the number and nature of complaints received and report this to the Board regularly.
3. We will monitor resolution of complaints to ensure that we adhere to the timescales set out in the procedures.
4. We will ensure that all staff and volunteers are aware of this policy.
5. All complaints will be kept confidential to the parties concerned and those who need to know in order to operate this policy.

Procedure

Details of the complaints procedure are set out at <https://www.biblesociety.org.uk/complaints-procedure/>.

DOCUMENT CONTROL

Document Information

Version Number	1
Dated	November 2020
Author / Lead Director	Director: Chief Financial Officer
Date of Last Review Date	New policy
Date of Next Formal Review	November 2022
Contact	CFO

Revision History

Version Number	Date Version	Nature of Change	Date Approved
1	November 2020	New policy	November 2020
2			
3			
4			