

SENDIAS BATHNES – CUSTOMER FEEDBACK/COMPLAINTS POLICY

Compliments, Comments and Complaints

We aim to meet the needs and provide support for families. We actively monitor and use feedback to enhance our service. Feedback can be given through forms, surveys, calls, emails, or verbally. Feedback can be a complaint, a comment or a compliment. All feedback helps improve and shape our service. We welcome input from all users and stakeholders, regardless of the issue. We strive to continually improve our service to ensure families receive the support they need and want.

Complaints

If you are unhappy with our service, we will do all we can to try to resolve the issue quickly at the initial point of contact. We will listen to you, investigate your complaint and explain the outcome of our enquiries to you.

If you have a complaint about the service that you have received, or about a member of the Sendias Bathnes team staff, we ask that you take the following steps: -

1. Talk to the member of staff or volunteer directly, raising your concerns. Most things can usually be resolved this way.
2. If the matter has not been resolved, or you are not satisfied with the response from the individual member of staff, please contact the Sendias Bathnes manager. You can make contact by phone on 01225 394382 or by email at sendias@bathnes.gov.uk, marking the email subject line as "COMPLAINT FAO MANAGER".
3. If you are still not satisfied that the matter is resolved, or the complaint is about the manager of Sendias Bathnes, you can make a complaint by completing the online form, on the [local authority's website](#), or by telephoning: 01225 394041.

Sendias Bathnes is a confidential service and operates at arms' length from the local authority but remains a part of it. This means that you can use or have the protection of the local authority complaints procedure, but our confidentiality policy will still apply. You can see all policies about Sendias Bathnes on our website: <https://sendiasbathnes.org.uk/about-us>

What is a complaint?

A complaint is an expression of dissatisfaction with the standard of service provided by Sendias Bathnes or with the actions of its workforce.

Who can make a complaint?

Anyone can make a complaint about the service we provide.

What do you need to tell us?

When making a complaint, please can you provide details of:

- the complaint,
- the desired resolution,
- supporting documents,
- your contact details, and
- any accessibility needs.

If you need any further information about this policy, please contact the service in the following ways:

Using the '[get in touch](#)' button on our website:

By email: sendias@bathnes.gov.uk

By telephone: 01225 394382