**BASINGSTOKE STREET PASTORS (BSP)**

**COMPLAINTS PROCESS Version 1.0 Approved : October 2020**

**BSP** take complaints very seriously. If you have a complaint about our organisation, we want to hear about it and we will do our best to put it right.

Our Complaints Process has the following goals:

To deal with complaints fairly, efficiently and effectively;

To ensure that all complaints are handled in a consistent manner throughout;

To maintain and improve good relationships between Street Pastor Teams and the community which they serve;

To use complaints constructively in the planning and improvement of BSP operations.

**What is a complaint?**

It may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of BSP, which is under the control of the Charity, its staff or volunteers.

**How to complain**

BSP would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact BSP using the details on the BSP website, cards, flyers, etc. Someone from the charity will then be in touch to discuss your complaint, ensure that the nature of the complaint is understood and documented, and that the complaint is passed to the BSP Management Team: if the complaint is of a minor nature, it may be possible to resolve the complaint without others being involved. If considered serious, then the complaint details will be e-mailed to the Chair of the Trustees for attention.

If you make contact by phone, make a note of the name of the person you speak to. If an informal solution or explanation is offered at this point, make a note of this as well.

If you are not satisfied or do not wish for an informal solution, you may pursue a formal complaint.

Write down your complaint and send it as e-mail (preferably) to: basingstoke@streetpastors.org.uk

Or, alternatively, as surface mail to:

Basingstoke Street Pastors

c/o The United Reformed Church, London Street, Basingstoke, RG21 7NU

**Please note**, however, that unavoidable circumstances (such as the shut-downs associated with the Covid-19 pandemic) may mean that surface mail may not be regularly collected.

**What will we do on receiving your complaint?**

We will listen to and read (as appropriate) and record your complaint and advise you how it will be handled.

We will investigate.

We will take action to resolve the problem and tell you what the action is.

We will take steps to avoid a repeat occurrence where this is possible.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for us.

Confidential information in relation to your complaint will be handled sensitively and in line with BSP GDPR Policies.

We are unable to respond to frivolous or anonymous complaints or matters for which the charity is not directly responsible.

**How long will it take to respond?**

We endeavour to respond fully and conclusively to all complaints within 15 working days, although it is possible that some complaints may take longer to resolve and you will be advised if this is deemed to be the case.

You will receive an acknowledgement of your complaint within 5 working days of receipt. You will be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint. Note that where the complaint is considered to be serious (a breach of Charity or Statute Law, a breach of confidentiality and/or GDPR regulations, inappropriate behaviours, etc.) then the Chair of the Trustees will appoint two trustees, who will be notified to you, to work together in resolving the issues and you may be contacted by either trustee during the course of resolution. They will make recommendations to the Chair of the Trustees and Management Group who will take a clear and final decision based on their advice.

The decision, outcome and actions to resolve, if necessary, will be notified to you by e-mail (preferably) or tracked surface mail. Where the complaint has been deemed minor and you disagree with the outcome, you may appeal to the Chair of the Trustees: such appeals must be made within 10 working days of receiving BSP’s determinations against your initial complaint. The Chair shall then, as above, appoint two trustees to further investigate the appeal and make recommendations accordingly. If the Chair of the Trustees has been involved and reached a final decision, there is no further appeal process.

**Can you take your complaint elsewhere?**

Yes: should you feel that your complaint has not been handled seriously or that the outcome is inadequate to overcome your initial complaint, you may contact the Charity Commission at the address below. Should they feel it necessary to intervene, they will ask for substantiating evidence from you and then cooperate with all parties in accordance with their own processes which you will find on their website.

The Charity Commission, PO Box 1227, Liverpool, L69 3UG.

0845 3000 218, [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)

Alternatively, and should you feel that your complaint relates to the Charity’s fund-raising processes or activities, then you may contact  the Fundraising Regulator at: <https://www.fundraisingregulator.org.uk/more-from-us/resources/complaints-handling-guidance>. Again, they will ask you to provide evidence to support your complaint and will cooperate with all appropriate parties to reach a resolution,

In either case, the decision of the appropriate regulator is final.