

## BIG Local Keighley Valley Partnership: Complaints Policy

The Purpose of the Complaints Policy is :

Keighley Big Local Partnership herein referred to as the partnership recognises that despite all our efforts as an organisation, there will be instances where an individual or an organisation feels it is necessary to complain. The partnership is responsible for ensuring that each complaint is dealt with by collating all the relevant information relating to the complaint, discussing the matter with the relevant people and recording all developments and that the matter is dealt with in a fair and impartial manner.

The partnership's complaints procedures place an emphasis on resolving issues at a local level.

- 1.0 The partnership is committed to providing a high level service to our service users. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our activities
- 2.0 Complaints Procedure : If you have a complaint, please contact the LTO in writing in the first instance; Wendy Spencer, c/o AES, Sunderland Street, Worth Way, Keighley West Yorkshire BD21 5LE
- 2.2 We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2-5 days of us receiving your complaint.
- 2.3 We will then start to investigate your complaint. This will normally involve the following steps;
  - 2.3.1 The partnership may ask the colleague who dealt with you to reply to your complaint within 5 days of our request
  - 2.3.2 We will then examine the colleagues reply and the information you have provided us. This should occur within 5 days from receiving their reply.
  - 2.3.3 The partnership will then invite you to meet him/ her to discuss and hopefully resolve your complaint. We will do this within 5 days of the end of our investigation.
  - 2.3.4 Within 2 days of the meeting AES will write to you to confirm what took place and any solutions agreed with you. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include suggestions for resolving the matter
  - 2.3.5 At this stage, if you are still not satisfied you can write to us again. You will receive a written reply within 10 days.
  - 2.3.6 We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you could contact the Citizens Advice Bureau or KIVCA for advice
  - 2.3.7 If we have to change any of the time scales above, we will let you know and explain why.
- 2.5 The partnership is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

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Notes:

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