



Public Complaints Policy

Statement of policy

Real Baby Milk (Pollenn CIC) is committed to providing a professional and efficient service in supporting volunteers and supporting families with their infant feeding.

We recognise that we may make mistakes from time to time, and that people may feel that the service they have received from us, or tried to receive from us, is unsatisfactory. We encourage feedback, both positive and negative, on all aspects of our policy and operations, so that we can maintain and improve standards on an ongoing basis. If an individual or organisation chooses to make a formal complaint, we will deal with this as quickly and fairly as possible and put things right where appropriate.

Procedures

1. General principles (Back to Top)

1.1 Scope

The purpose of this document is to set out for all parties concerned the Real Baby Milk (Pollenn CIC) code of practice for dealing with formal complaints. (It cannot be used as an alternative or additional complaints mechanism to the Real Baby Milk grievance and disciplinary procedures, which deal with the relationship between the Real Baby Milk staff and Board of Directors.)

1.2 Responsibility

The Real Baby Milk Specialist Directors are responsible for ensuring that the policy and the procedures in this document are implemented efficiently and effectively. All other staff and volunteers (including directors) are expected to facilitate this process.

1.3 Eligibility

Anyone using or trying to use Real Baby Milk services can make a complaint. This includes potential, current and past volunteers, Trainees, voluntary organisations, statutory bodies, etc. However, Real Baby Milk does not respond to anonymous or abusive complaints.

1.4 Treatment of complaints

Complaints are taken seriously. Each complaint is treated equally, sensitively and in confidence. All complaints are handled with an open mind and investigated without prejudice. Complaints are dealt with promptly in an attempt to resolve them as quickly as possible. All complainants will receive a written explanation of the Real Baby Milk response to their criticism.



2. Complaints method

2.1 First step

Complaints should be in writing, addressed to the appropriate Real Baby Milk Specialist Director. The appropriate Director will respond to the complaint within five working days of receipt. In the case of a complaint about the Training we deliver, the complaint should be addressed to the Trainer delivering the course in the first instance or if about the Trainer then it should be addressed to the Specialist Director (Training). If a complaint requires further investigation, the complainant will be made aware of this. It is hoped that most complaints will be resolved at this stage.

2.2 Second step

If the complainant is unhappy with the reply they have received (or if the original complaint concerns the Real Baby Milk Specialist Director), they can appeal in writing to the Real Baby Milk (Pollenn CIC) Board of Directors within five working days. The chair of the Board of Directors will let the complainant know in writing, within five working days of receiving this letter, that the complaint is being investigated further and that it will be presented to the next meeting of the Board of Directors. The Board of Directors decision is final.

3. Monitoring and evaluation

3.1 Real Baby Milk (Pollenn CIC) Complaints

Real Baby Milk monitors and evaluates complaints about the organisation on a regular basis and seeks to make ongoing improvements.

3.2 Feedback

Constructive feedback on this document is always welcome. Real Baby Milk will ensure that the Board of Directors consider it, if appropriate

3.3 Review

This document will be reviewed by the management committee on an annual basis, or sooner if circumstances change.

Date Implemented:	February 2017
Date of Next Review:	January 2018
Authorised By:	Lesley Ibbotson



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