



FREE2B COMPLIMENT & COMPLAINTS POLICY EASY READ VERSION

Free2B is committed to running a high-quality organisation and services, and we welcome feedback from individuals, organisations and anyone who works with us, on all aspects of our services. Your feedback is really important to help us evaluate and improve our work.

The purpose of this Policy is to:

- Ensure everyone knows how to give feedback and how a complaint & compliment will be handled.
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames.
- Provide individuals with a fair and effective way to complain about our work.
- Ensure that complaints are monitored and used to improve our services and organisation.

Definitions

A compliment is any expression of praise, admiration, or congratulation by an individual or group about Free2B. This positive feedback ensures that we are offering a high-quality service and are fulfilling our mission.

A complaint is any expression of dissatisfaction by an individual or group, whether justified or not.

An individual may make a complaint if they feel Free2B has:

- Failed to provide a service or an acceptable standard of service
- Delayed in providing a service
- Made a mistake in the way it has provided a service
- Failed to act in a proper way
- Provided an unfair service

Compliments Procedure – How to make a compliment?

Any verbal or written compliments will be recorded by the member of staff receiving the compliment and be passed to the appropriate manager.

Feedback on compliments will be shared with employees, management and directors

Complaints Procedure – How to make a complaint

Stage 1

If you are not happy with a Free2B service or do not agree with a decision, please tell the member of staff you are most often in touch with.

If you are not able to sort things out with this person, your complaint should be passed to their manager.

You can do this by talking to the manager in person, on the phone or by writing:

Leo Casimo
Free2B
Complaints and Information
108 Battersea High Street
Battersea
SW11 3HP
Email: leo@free2b.lgbt

You might also want to seek the support of your local councillor, a friend, relative or neighbour.

We will aim to reply within 10 working days.

In some more complex cases this may be extended to 20 working days.

If the manager cannot respond to your complaint within this time, we will let you know.

If you are unhappy about the progress of your complaint at Stage 1, you have the right to ask for your complaint to be dealt with under the Stage 2 process.

Stage 2

If you are still unhappy after you have received a response from the manager at Stage 1, you can take your complaint further by writing, within 20 days of receiving the manager's reply, to:

Leo Casimo
Free2B
Complaints and Information
108 Battersea High Street
Battersea
SW11 3HP
Email: leo@free2b.lgbt

You will need to ask for your complaint to be dealt with at stage 2.

With complaints concerning children and young people, an independent person will always be appointed to work with the investigating officer to try to resolve your

complaint. The independent person's role is to ensure that any investigation is fair. If the person making the complaint is a young person, Free2B will also work with the young person to provide advocacy to help them deal with their complaint.

The timescale for dealing with a Stage 2 complaint is between 25 and 65 working days. Free2B hopes to resolve your complaint as quickly as possible.

The Complaints and Information Team will ensure that all aspects of the complaint are investigated and will keep you updated on the progress of the investigation.

Stage 3

If you are not happy with the reply you receive in Stage 2, you have the right to appeal.

You must write to the Complaints and Information Team asking them to arrange a review of your complaint.

You must request this in writing within 20 working days of the date shown on the letter of reply to your complaint at Stage 2.

A panel will review your complaint. The panel will be made up of people who are totally independent of Free2B. You can come and present your case and bring a person of your choice with you.

The panel will make recommendations to the Board of Directors within five days of the panel meeting. After considering the recommendations of the panel, the Board of Directors will write to you within 15 days with the final decision of the Free2B.

Other ways of pursuing complaints

You have the right to contact [your councillor](#), your MP or the [Local Government Ombudsman](#) (an independent, free and confidential service).

This is an easy read version of our Compliments & Complaints Policy. If you would like to see the full policy document, please request a copy from:

Lucie Brooke

lucie@free2b.lgbt | 07757 502 726