



## **South London Botanical Institute**

### **Complaints Handling Policy (version 20.2.18)**

#### **1 General Statement**

The South London Botanical Institute (SLBI) aims to provide its members, volunteers, visitors, other individuals and organisations with the best possible service. We positively welcome suggestions you may have for how we can improve our service.

Usually, a word with the person at the point of service delivery will suffice should a problem arise. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can make good the problem and plan to avoid its repetition.

If you have a complaint, we would like you to tell us about it using the steps below.

The SLBI's Complaints Handling Policy will be publicised to organisations and individuals who use its services. *Please note that SLBI staff should follow the Grievance Procedure (issued to them on appointment) if they have cause for complaint, rather than this Complaints Handling Policy.*

#### **2 Steps in the consideration of complaints**

2.1 If you have a complaint to make, it should be raised informally in the first instance with the event leader (in the case of public events) or line manager (in the case of volunteers).

2.2 If you are still not satisfied, your complaint should be made to the Chair of the Trustees, using one of the methods of contact offered on SLBI's website, who will designate a Trustee to deal with the complaint. The designated Trustee will initially try to resolve the issue informally.

2.3 If the issue is serious, or you are not satisfied after raising it with the designated Trustee, you should make a formal complaint.

2.4 Your complaint should be made in writing, marked "Private & Confidential", and sent to the Chair of Trustees at the SLBI, 323 Norwood Road, London SE24 9AQ. The Chair will acknowledge it in writing (normally within 10 days of receipt). Remember to keep a copy of your letter. If you need an interpreter or advocate to help you make your complaint, you will need to arrange this yourself.

2.5 The Chair of Trustees will investigate the complaint, in consultation with another trustee.

2.6 The Chair will communicate the results of the investigation to you within a reasonable time (normally 21 days).

2.7 If you are dissatisfied with the results of the inquiry you have the right to put your case in writing or personally to a panel comprising at least three members from the SLBI Trustees.

If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an advisor present).

2.8 The decision of the panel will be final.

2.9 Where appropriate, the SLBI will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.

2.10 All formal complaints and the response made to them will be recorded and filed in a secure place.

2.11 The Trustees will be informed by the Chair at the first available meeting of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of SLBI's self-evaluation.

2.12 This policy will be reviewed every 2 years.

Signed on behalf of SLBI Trustees:

Name:

Date: 20.2.18

Date for review: 20.2.20