



## **A Bear Named Buttoney Complaints Policy**

A Bear Named Buttoney aims to always provide a high-quality charitable service. Whether you think we are doing well, or feel we need to do better, we value your opinion and want to hear from you

If you are not happy with A Bear Named Buttoney in any way, please let us know. We welcome the opportunity to put matters right for you and for others who might use our charity in the future.

### What to do

First, make contact with us and we will aim to deal with issues quickly. We will protect your confidentiality at all times.

The ways to get in touch are:

Email – [office@buttoneybear.org.uk](mailto:office@buttoneybear.org.uk)

Telephone – 0300 302 0321

Whatever method you choose, we will deal with the matter in the same way.

### What happens next?

We will respond to you within three working days. We will tell you who is dealing with your issue and how long it will take us to investigate.

We aim to resolve complaints fully within ten working days. Some complaints may take longer to investigate. When they do, we will contact you to tell you when you can expect a response from us.

We will handle all comments and complaints sensitively. A Bear Named Buttoney will record your complaint and follow relevant data protection requirements. We will use the information to help us improve our services.

### What if I am not satisfied with the response?

If you have made a complaint and are unhappy with the response you receive or with the way your complaint has been handled, you can appeal by communicating with A Bear Named Buttony using the above contact methods. This may be escalated to the Chair of the charity and/or Board of Trustees who will look at the situation and decide if further action is needed.

Overall responsibility for this policy and its implementation lies with the Board of Trustees of A Bear Named Buttony.

### Document version control

<b>Version number</b>	<b>Change or update</b>	<b>Author or owner</b>	<b>Date</b>
1.0	First version	Gail Thomson	18/8/23
2.0	Second version	Gail Thomson	22/9/23
3.0	Add phone number	Helen Macfarlane	01/10/23

Date approved by the Board: 01/10/2023

Review date: 01/10/2024