

Five Stage Complaints Procedure

Stage One – Putting Things Right

Upon receiving the complaint, Barod will always aim to meet with the individual to discuss and see if we can put things right before a formal procedure is initiated.

This stage is not an attempt to cover up issues, it will be undertaken in a transparent manner, but its aim is to resolve the issue without the need for undue stress on the individual and the organisation.

Whatever the conclusion of the 'Putting things right' conversation, if the individual still wishes to take the complaint to the next stage, they will be supported to do so.



Stage Two - Local Resolution

Complaint made verbally or in writing to a member of staff.

Complainant is informed that the complaint is received (within 7 working days of receipt) and the complaint is recorded by Central Services. Investigations and resolutions are made by the appropriate senior member of staff with guidance from Central Services/ the Directors.

Response to the complaint is made to the complainant within 10 working days and a record of the response is retained at Central services.



Stage Three - Formal Consideration

Complaint made in writing to a service manager.

Complainant is informed that the complaint is received (within 5 working days of receipt) and the complaint is recorded within the HR team at Central Services.

Investigation and resolutions made by an appointed Investigation Officer from the Barod management team, with guidance from HR / the Director.

Response made within 20 working days by formal letter.

The investigation and result will be recorded within the HR team at Central Services.



Stage Four - Appeal

Appeal of a previous decision should be made in writing to the CEO

Individual is informed that the appeal is received (within 5 working days of receipt) and the appeal is recorded within the HR team at Central Services.

Investigations and recommendations made by an Investigation Officer

Resolution made by the CEO

Response made within 20 working days

The investigation and result will be recorded within the HR team at Central Services.



Stage Five - Independent Panel or Review Panel

Complaint reviewed by the Board, panel of 3 board members

Review report written by Chair of the Board

Response made within 20 working days.

The investigation and result will be recorded within the HR team at Central Services.