



Draft produced	Last Reviewed by	Due for review
March 2022	CIC Directors	March 2025
Produced by	Nikki Roberts	

Feedback policy

BRAAIN aims to provide high quality services which meet your needs. We strive to achieve this all of the time but appreciate sometimes things don't go quite to plan, so if we are not getting it right please let us know. Equally if we are getting it right, we'd love to hear from you!

In order to ensure our services remain at a high and improving standard, we have a procedure for you to let us know of any reason you are not satisfied with your dealings with the organisation.

Initial stages

If you have any concerns about our work please tell the member of staff or their manager as soon as possible, so they can quickly understand your concerns and try to put things right.

If you are not happy with the response to your concern and/or you want to make a formal complaint please follow the procedure below.

Formal complaints procedure

Stage one

The complaint should be written or if you prefer you can tell someone at BRAAIN who will write it down for you. You will need to sign it.

Individuals wishing to make a complaint should contact the person who provided the service, or their line manager. Alternatively, you can contact us by writing to:
BRAAIN, Rushmoor Voluntary Services, 1st Floor Civic Offices, Farnborough Road, Farnborough, Hants, GU14 7JU

The complaint should include your name and address, the nature and date of the complaint and how you'd like to see it resolved.

You will receive an acknowledgement within 5 working days of receipt of a signed complaint.

Stage Two - Investigation

All complaints at this stage will be dealt with by a Director.

Complaints will be fully investigated, and a written response provided to you within ten working days.

You will receive written confirmation of the outcome of any investigation, any recommendations/remedies made, such as reviewing of policies, staff development and training or appropriate improvement to our services.

Where the complaint is upheld an apology will be offered.

Occasionally investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent after ten working days and a final date given for a conclusion to be reached.

If you remain dissatisfied with the outcome from Stage Two you can appeal within fourteen working days of the date of the outcome and progress to Stage Three.

Stage Three - Appeal

If the complaint cannot be resolved to your satisfaction at stage two, or if the Director feels that the complaint is of a very serious nature, then it will be referred to the Board of Directors.

If the complaint is about a Director then the matter will be discussed with two alternative Directors. .

The Director will acknowledge receipt within three working days, they will review the Stage Two investigation and recommend one of the following actions within ten working days (from the date you stated you wanted to take the complaint to stage 3):

- Uphold the action taken at Stage Two
- Make changes to the Stage Two recommendation/actions

You will be informed in writing of the outcome of stage three, the decision reached about this complaint will then be final but other options available to you (as listed below) will be detailed in the letter.

If after BRAAIN has been through the three stages and you are still not satisfied with the result, there is no further right of appeal with BRAAIN but you can approach any of the following agencies for advice:

- A solicitor
- Citizens Advice Bureau

This should be done within one month of receiving the outcome from the appeal.