

Complaints and Feedback Policy

Policy Management	
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Date of Last Review: <i>July 2025</i>	
Date of Next Review: <i>July 2026</i>	
Responsibility: <i>Manager, Bee-Able CIC</i>	Name: <i>Sharon Senior</i>
Signed:	Date:

1. Purpose

We value feedback to help us improve. This policy explains how to share a concern or make a complaint.

2. Our Commitment

We will:

- Treat all concerns seriously and fairly
- Resolve issues quickly wherever possible
- Learn from complaints to improve our services

3. How to Give Feedback

You can:

- Speak to a member of staff or the Manager
- Email or write to the Manager
- Use our feedback forms
- Ask an advocate to help you



4. Complaints Process

1 Informal resolution:

We encourage you to speak with us early so we can put things right quickly.

2 Formal complaint:

If you are not satisfied, you can make a formal complaint in writing to the Manager.

We will:

- Acknowledge within 5 working days
- Investigate within 20 working days
- Provide a written response

3 Appeal:

If you remain unhappy, or you have an adult protection or safeguarding concern, contact:

• *Health and Adult Services, North Yorkshire Council, County Hall, Northallerton, North Yorkshire, DL7 8AD*

• **Contact:** 0845 034 9410

• **Email:** social.care@northyorks.gov.uk

If you are unhappy with the outcome of this or you have a child protection or safeguarding concern then contact:

• *Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD*

• **Contact:** 0300 123 1231

• **Email:** enquiries@ofsted.gov.uk



5. Confidentiality

Complaints are handled sensitively and in line with data protection laws.

6. Monitoring and Review

We will review our practices regularly and this policy every year to make sure it stays relevant and effective.