

# 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](mailto: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](mailto: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.