

# **Barking Buds Limited Complaints Policy and Procedure**

## **1. Purpose**

Barking Buds Limited is committed to providing high-quality services and maintaining the highest standards of conduct. We recognise that, from time to time, concerns or complaints may arise. This policy sets out our approach to handling complaints in a fair, consistent, and timely manner.

## **2. Scope**

This policy applies to:

- Clients
- Family members or caregivers of clients
- Volunteers
- Members of the public
- Partner organisations
- Staff

Complaints may relate to:

- The conduct of staff or volunteers
- The quality or delivery of services
- Breach of Barking Buds Limited policies
- Safeguarding or safety concerns
- Communications or administrative issues

## **3. Our Commitment**

Barking Buds Limited is committed to:

- Listening to concerns and complaints
- Resolving complaints fairly and promptly
- Learning from feedback to improve our services
- Ensuring that individuals are not treated unfairly or disadvantaged for making a complaint

All complaints will be handled with discretion and confidentiality in accordance with our Privacy Policy.

## **4. Informal Resolution**

Many concerns can be resolved quickly and informally. We encourage individuals to speak directly with the relevant staff member, volunteer, or contact the office to try to resolve the issue without the need for a formal complaint.

If the concern is not resolved informally or is of a more serious nature, it should be submitted as a formal complaint.

## **5. Formal Complaints Procedure**

### ***Step 1: Submitting a Complaint***

Formal complaints should be submitted in writing via:

**Email:** beth@barkingbuds.co.uk

**Online Form:** <https://forms.office.com/e/EYAALPhyv7>

**Post:**

Complaints Officer  
Barking Buds Limited  
4 Barton Dene,  
Marlborough  
SN8 1PB

Please include:

- Your name and contact details
- The nature of your complaint
- Relevant dates, people involved, and any supporting information
- What outcome you are seeking

Anonymous complaints will be considered, but the ability to investigate or respond may be limited.

### ***Step 2: Acknowledgement***

You will receive written acknowledgement of your complaint within **5 working days** of receipt.

### ***Step 3: Investigation***

The complaint will be reviewed by the **Complaints Officer** or an appropriate manager not involved in the issue. This may involve:

- Speaking with relevant parties

- Reviewing documentation
- Gathering evidence

You may be contacted for further information.

#### **Step 4: Outcome**

You will receive a written response within **20 working days** of acknowledgement. This response will include:

- A summary of the findings
- Any actions being taken or recommended
- Information on how to escalate the complaint if you are not satisfied

If more time is required to complete the investigation, you will be informed with an updated timeline.

### **6. Appeals Process**

If you are not satisfied with the outcome of your complaint, you may appeal the decision within **10 working days** of receiving the outcome.

Appeals should be addressed to the **Managing Director**. The appeal will be reviewed, and a final response will be issued within **15 working days**.

The decision of the appeals process is final.

### **7. Safeguarding Concerns**

If your complaint relates to the safety or wellbeing of an adult or child at risk or concerns safeguarding practices, it will be handled in line with Barking Buds Limited's **Safeguarding Policy** and referred to the **Designated Safeguarding Lead (DSL)** immediately.

### **8. Monitoring and Learning**

All complaints are logged, monitored, and reviewed regularly to identify trends or recurring issues. We are committed to using feedback to improve our services, policies, and training.

### **9. Contact Information**

#### **Barking Buds Limited**

Email: [beth@barkingbuds.co.uk](mailto:beth@barkingbuds.co.uk)

Phone: 07842516667

Website: [www.barkingbuds.co.uk](http://www.barkingbuds.co.uk)

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