

## **Complaints Policy**

### **Introduction**

1. The Honour Based Abuse Helpline and email service are committed to providing a high-quality service to everyone we support. We are constantly working to ensure the service we provide best meets the needs and concerns of our service users. However, if you believe you have not received the level of consideration and information you expect, we ask you to tell us about it. Your complaints provide us with information about where you think we are going wrong and what you think of us. We take your complaints seriously and investigate them to respond appropriately to you and improve and develop upon our service.

### **What is a complaint?**

2. We treat as a complaint any expression of dissatisfaction with our service, which calls for a response. We listen to your complaints, treat them seriously, and learn from them to continuously improve our service.
3. Our policy covers complaints about:
  - The standard of the service we provide
  - The behaviour of staff working on the Helpline

#### **5.3 Our complaints policy does not cover:**

- Comments or dissatisfaction about our policies or policy decisions
  - Matters that have already been thoroughly investigated through this complaints procedure
  - Anonymous complaints
4. All complaints will be dealt with in line with our Confidentiality and Equal Opportunities policies
  5. We will not investigate complaints raised more than six months after the initial contact unless exceptional circumstances arise as to why the complaint could not have been brought forward within this timescale.
  6. The following will tell you:
    - How to complain to the Helpline
    - How we will deal with your complaint
    - What to do if you remain dissatisfied

## How to Complain

7. In the first instance, you may wish to raise your concerns informally with the Helpline Manager you are dissatisfied with and explain their actions. You may also ask to speak to another member of the Senior Management Team (SMT), and if one is available, we will attempt to accommodate your request.
8. If you remain dissatisfied, you can make a formal complaint in writing by email. To help us deal with your complaint effectively, you should include details:
  - a) Name
  - b) The organisation, if applicable.
  - c) Outline of complaint - how it occurred, how it has affected you and what you consider we should now do to put the matter right or prevent it from happening again.
  - d) You should also include details of the time and date of your call and a contact number or address so that we may respond to you.
9. To complain by email - [a.manota@karmanirvana.org.uk](mailto:a.manota@karmanirvana.org.uk) with all the details listed above and write *Complaint* in the subject box.

## How will you deal with my complaint?

10. Complaints often differ in nature and complexity, and in dealing with any complaints made under the Complaints Procedure, we will seek to apply three basic principles:
  - To investigate as quickly and impartially as possible.
  - To provide you with a complete response outlining the investigation's findings and wherever possible, resolving the matter to your satisfaction.
  - To keep the steps of the Complaints Procedure, as set out below, separate from each other.

## What are the steps of the Complaints Procedure?

11. The following are the practical steps of the Karma Nirvana Honour Based Abuse Helpline and Online service complaint procedure:

Acknowledgement of your complaint within five working days of receipt of the complaint



A staff member of the SMT will investigate the complaint by speaking to the member of staff who took the call and, if necessary other members of staff who were on shift at the time. They may also check the Helpline call/email log.



Having spoken to all relevant parties, the senior manager will respond to the complainant within 14 working days using the complainant's preferred means of communication. If we need longer to investigate the complaint, the complainant will be contacted within those 14 working days and notified.



The response may include the following depending on the circumstances and investigation findings.

- An explanation and apology
- An explanation of our policy
- An indication of changes made as a result of the complaint
- Notification of any disciplinary action taken against the employee

### **What if I am still not satisfied?**

12. If you feel that the situation has not been satisfactorily dealt with, the final appeal may go to the Board of Trustees.
13. A representative of the steering group will respond to the complaint within four weeks; if they cannot respond within four weeks, the complainant will be notified within the four-week timescale
14. There will be no further opportunity to appeal against the Board of Trustees decision.
15. If the complainant wishes to complain about a separate issue, they must follow the complaints procedure from the initial stages as outlined above.
16. Details of complaints are kept on file for twelve months. However, any identifiable information on the records will be destroyed six months after the resolution of the complaint.

### **Responsibility**

Karma Nirvana aims to process and resolve complaints promptly, fairly, consistently and effectively as specified in this document.