

Complaints Policy for Best New Life

Ensuring Fairness, Transparency, and Resolution

Introduction

Best New Life is committed to providing exceptional service and fostering a supportive environment for all clients, staff, and stakeholders. We recognise that, despite our best efforts, concerns or dissatisfaction may arise. This Complaints Policy sets out the principles, procedures, and processes for raising, investigating, and resolving complaints. Our aim is to address issues promptly, fairly, and constructively, ensuring continuous improvement across all aspects of our organisation.

Policy Objectives

- To provide a clear, accessible, and transparent process for handling complaints.
- To ensure that complaints are dealt with seriously, respectfully, and efficiently.
- To protect the rights and dignity of everyone involved throughout the complaints process.
- To use feedback received via complaints to inform organisational improvements.

Scope

This policy applies to all clients, staff, volunteers, and external stakeholders who have direct dealings with Best New Life. Complaints may relate to any



aspect of the organisation, including service delivery, staff conduct, policies, procedures, or communication.

Types of Complaints

- **Service Complaints:** Concerns relating to the delivery, quality, or accessibility of services.
- **Staff Conduct Complaints:** Issues arising from the behaviour or performance of staff or volunteers.
- **Policy and Procedure Complaints:** Dissatisfaction with organisational policies, procedures, or decisions.
- **Safeguarding Complaints:** Matters relating to the safety and welfare of clients, including vulnerable individuals.
- **Other Complaints:** Any other concerns not otherwise specified.

How to Make a Complaint

- *Informal Complaints:* Wherever possible, concerns should be raised directly with the relevant staff member or department for swift resolution. Many issues can be addressed informally and quickly.
- *Formal Complaints:* If informal resolution is not possible or satisfactory, a formal complaint may be submitted in writing by letter or email. The complaint should include a clear description of the issue, relevant dates, and supporting evidence if applicable.
- *Anonymous Complaints:* Best New Life will consider anonymous complaints, although it may limit the ability to investigate or resolve the matter fully.



Complaint Handling Procedure

1. **Acknowledgement:** Upon receipt of a formal complaint, Best New Life will acknowledge the complaint within five working days, confirming receipt and outlining the next steps.
2. **Investigation:** An impartial staff member or manager will be assigned to investigate. This may involve gathering additional information, speaking with those involved, and reviewing relevant documentation.
3. **Resolution:** Following investigation, Best New Life will provide a written response within 20 working days, setting out findings, outcomes, and any actions taken. If more time is required, the complainant will be kept informed of progress.
4. **Appeal:** If dissatisfied with the outcome, the complainant can appeal the decision. The appeal will be reviewed by a more senior manager or an independent person not previously involved. The outcome of the appeal will be communicated within 15 working days.

Principles of Fairness and Confidentiality

- All complaints will be handled sensitively and confidentially, respecting privacy throughout the process.
- No complainant will suffer detriment for raising a legitimate concern.
- All parties involved in a complaint have the right to be heard, treated with respect, and provided with feedback.

Monitoring and Review

- Complaints will be recorded securely, with details of the nature, investigation, and outcome.
- Best New Life will regularly analyse complaints data to identify trends, areas for improvement, and to ensure compliance with policy.



- This policy will be reviewed annually, or sooner if required by legislative or organisational changes.

Support for Complainants

- Guidance and support will be offered to anyone making a complaint, including assistance with formulating and submitting complaints or accessing advocacy services if needed.
- Feedback about the complaints process itself is welcomed to promote accessibility and transparency.

Responsibilities

- Clients and Stakeholders: Encouraged to raise concerns promptly and constructively.
- Staff and Volunteers: Expected to respond to complaints professionally and ensure issues are escalated as appropriate.
- Managers: Responsible for ensuring the complaints process is followed and for monitoring the resolution of complaints.

Contact Details

Complaints and feedback can be submitted by:

- Email: complaints@bestnewlife.co.uk
- Post: Complaints Officer, Best New Life,
Oakwood House, Guilford Road, Bucks Green, Horsham, West Sussex,
RH12 3JJ
- Online: Via the Best New Life website complaints portal
- Please provide as much information as possible, and you will receive an acknowledgement within five working days.





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REHABILITATION
CASE MANAGEMENT

Continuous Improvement

Best New Life is dedicated to learning and evolving from feedback. Complaints are viewed as opportunities to improve our services, policies, and relationships. We value every voice and are committed to a fair, transparent process for all.

Conclusion

Our complaints policy reflects our ethos of openness, respect, and accountability. No matter the nature of the concern, Best New Life pledges to listen, respond, and act with integrity, ensuring all complaints lead to positive change and enhanced trust.

Director: Bob Butler

Date: 23/8/2025

