



## **Complaints Policy**

The Executive Committee of the Association of Provincial Bursars takes all complaints seriously and will investigate each fairly, thoroughly and quickly in order to resolve them.

Our policy:

- To provide a fair and easy to use complaints procedure.
- To make sure all complaints are dealt with impartially and in a timely manner.
- To make sure that complaints are, wherever possible, resolved to everyone's satisfaction.
- To gather information which helps us to improve what we do.

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction about an act, omission, decision or failure to act in accordance with the APB Constitution or policies.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the APB Chair and the members of the Executive Committee of the APB.

### **Review**

This policy is reviewed regularly and updated as required.

**Adopted on:** 21 August 2018

**The Very Revd Br James Boner, OFM CAP**

**Last review date:** 29 January 2021

**Next review date:** On or before 29 January 2022



## **Complaints Procedure**

### **Contact Details for Complaints:**

Email: [complaints@apbursars.org.uk](mailto:complaints@apbursars.org.uk)

Or contact the chair or vice-chair of the Association. The General Secretary can provide email addresses.

Tel: 07377 806417

### **Receiving Complaints**

A complaint may be made in person, by phone, by letter or by email. All complaints will be logged.

A person who receives a complaint by phone or in person will:

- Take the complainant's name and contact details
- Write down the date and time and the facts of the complaint
- Note down the relationship of the complainant to the Association
- Tell the complainant about the APB complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account so that the complaint is recorded in the complainant's own words

### **Stage One**

In many cases, minor complaints are best resolved informally between the person about which a complaint has been raised and the complainant. They may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved details should be passed to the Chair within 24 hours to note in the complaints log.

If a complaint has not been resolved, the chair will investigate and take appropriate action.

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Complaints will be acknowledged by the person handling the complaint within one week. The acknowledgement will say who is dealing with the complaint



and when the complainant can expect a reply. A copy of this complaints procedure should be attached.

APB aims for complainants to receive a definitive reply within four weeks. If this is not possible, a progress report will be sent with an indication of when a full reply will be given. The final reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### **Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they may request that the complaint is reviewed by the other members of the APB Executive Committee.

The request for Executive Committee level review will be acknowledged within one week of receiving it. The acknowledgement will say who will deal with the case and when the complainant may expect a reply.

The chair will present the facts of the case and delegate further investigation to a member of the Executive Committee. This will involve reviewing the paperwork of the case and speaking with the person(s) involved with the complaint at Stage One. If the complaint relates to a specific person, that person should be informed and given a further opportunity to respond.

APB aims for complainants to receive a definitive reply within four weeks. If this is not possible a progress report will be sent with an indication of when a full reply will be given. Whether or not the complaint is upheld, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Executive Committee decides it is appropriate to seek external assistance with resolution.

### **Variation of the Complaints Procedure**



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**ASSOCIATION OF PROVINCIAL BURSARS**

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The Executive Committee may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading the review.