**BHN Complaints Procedure**

BHN aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with BHN.

If you are not happy with BHN please tell us  
If you are unhappy about any BHN’S service, please speak to the relevant staff member, manager or Director.

If you are unhappy with an individual in BHN sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Director.

We aim to give you an acknowledgement or initial response within ten working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director/Chief Executive. (If your complaint is about the Director/Chief Executive), please write to the Chair.)

All written complaints will be logged. The aim is to investigate your complaint properly and give you a reply within twenty working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

We will aim to complete the investigation as soon as possible - some complaints are more complicated than others so a fixed timetable is not possible, but we will update you every twenty days.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with BHN’S services.

Thank you

BHN 2020

Review each year – next at Jan 2021 Board.