

Baby Bank Network

Complaints Procedure

Baby Bank Network aims to provide a good service to our service users and referral partners and a good volunteer experience, proportionate to our resources and in line with our terms and conditions. We believe we achieve this most of the time, but if we are not getting it right please let us know.

In order to maintain a good service to our service users and referral partners and a good volunteer experience, we look to get feedback in a variety of different ways. If you are not satisfied with your dealings with the organisation, please tell us, using this procedure as your guide.

If you are not happy with Baby Bank Network's service or volunteer experience please tell us.

If you are a service user, referral partner or volunteer, please contact the Office Manager in the first instance by e-mail at info@babybanknetwork.com

If this is difficult or inappropriate, please contact the trustees on Becky@babybanknetwork.com or Nicola@babybanknetwork.com .

Often we will be able to give you a response straight away. When the matter is more complicated we will aim to give you an initial response within ten working days (where reasonably practicable), explaining what the next steps will be. Please note that our response time may be longer during public holiday periods or in extenuating circumstances.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chair of Trustees at:

Unit 5, Stoke View Business Park, Fishponds, Bristol, BS16 3AE

All written complaints will be logged. You will receive a written acknowledgement within ten working days.

The aim is to investigate your complaint properly and give you a reply within one month, 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.

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, who will decide on any further steps to resolve the situation.

April 2020

Review date: March 2022