



Key principles

Hive aims to provide high quality services which meet the needs of its users. Feedback from service users, partners and other stakeholders is invaluable in helping us to continually improve.

Negative feedback and complaints are particularly helpful in pinpointing what we need to do better, and by dealing effectively with complaints we aim to maintain good relationships with service users and other stakeholders.

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

Making a verbal complaint

If you are unhappy about any Hive service, please speak to the relevant staff member, the Manager, or a Trustee.

If you are unhappy with an individual in Hive please speak to the Manager, or to a Trustee.

Complaints should, where possible, be made within ten days of the incident's occurrence.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you an initial response within five working days.

If you are not satisfied with the responses, then you may go on to make a written complaint.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Manager at the address below. (If your complaint is about the Manager please speak to another member of staff who will put you in touch with a Trustee).

All written complaints will be recorded and logged. You will receive a written acknowledgement within five working days.

Our aim is to investigate your complaint and, where possible, give you a reply within ten 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.

If you are not satisfied by this response, please write to the Chair of Trustees. The Chair will report the matter to the next Trustee meeting, which will decide on any further steps to resolve the situation.

Key contacts

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| <p>Manager Joy Hart joy.hart@hivebradford.org.uk Hive Bradford, 39b Kirkgate, Shipley, BD18 3EH</p> | <p>Chair of Trustees Chair of Trustees chair@hivebradford.org.uk Hive Bradford, 39b Kirkgate, Shipley, BD18 3EH. If writing to the Chair by post, please mark your envelope private and confidential.</p> |
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Hive Bradford

Complaints policy

Hive Complaints Form

Name of person completing this form

Date

Email address

Phone number

Please select the statement that represents you, and complete the corresponding details:

| 1. I am making the complaint | 2. I represent an organisation making the complaint | 3. I am acting on behalf of the person making the complaint | 4. Other (please provide further details and contact details as appropriate) |
|------------------------------|---|---|--|
| | Organisation name | Name of person making the complaint | |
| | Organisation address | Should we respond to you, to this person, or both? | |
| | Organisation contact details | Contact details (if appropriate) | |

Details of your complaint. Please include what it is about, where it occurred, the date it occurred and any other relevant details. Continue on an additional sheet if necessary

Have you already spoken to somebody at Hive about this complaint. If so, please detail who, when and how.