



Beyond the Page Ltd.
Women's Voices Together,
Building Stronger
Communities.

Beyond The Page Complaints Policy

1. Policy Statement

At **Beyond The Page Ltd (BTP)**, we are committed to providing high-quality services to the women and families we support. However, we recognise that occasionally things may go wrong. We value all feedback and see complaints as an opportunity to learn and improve our services.

This policy is designed to help individuals who use our services, their families, and other stakeholders to express their concerns or dissatisfaction, and for us to address them in a fair and transparent manner.

2. What You Can Complain About

You may want to raise a concern if you are unhappy about any of the following:

- The quality or suitability of our services
- The way we provide our services
- Being treated unfairly
- Receiving incorrect or misleading information
- The conduct or behaviour of our staff or volunteers
- Unreasonable delays in service delivery
- Any other issues related to our services

3. What You Can Expect from Us

- **Take your complaint seriously:** We will listen to your concerns and address them with respect.
- **Investigate and deal with complaints fairly:** We will thoroughly investigate your complaint and aim to resolve it promptly.
- **Language and accessibility support:** If necessary, we will arrange for an interpreter or additional support to ensure your complaint is understood and addressed appropriately.
- **Continue providing services:** We will continue to provide services wherever appropriate, both during and after the investigation of your complaint.



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- **Confidentiality:** All complaints will be treated with confidentiality, and we will ensure your privacy is respected.

4. How to Make a Complaint

We encourage you to resolve minor issues by speaking directly to the relevant staff member. This can be done:

- In person at our offices
- By telephone
- In writing (via email or letter)

If you are unsure who to contact, please address your complaint to the Co- **Chief Executive Officer (CEO) for Operations, Finance & Governance.**

If your complaint concerns either of the CEOs, you can direct your complaint to the **Chair of the Board of Directors.**

We will listen to your concerns and attempt to resolve the matter. If they are unable to do so, they will refer your complaint to a more senior member of staff for further investigation.

5. Investigation Process

If your complaint cannot be resolved immediately, it will be referred to the Chair of Board of BTP for further investigation.

1. **Acknowledgement:** Once we receive your complaint, the **CEO** will acknowledge it within five working days.
2. **Investigation:** The complaint will be investigated by the relevant team member or senior staff.
3. **Outcome:** We will aim to send you a response with the outcome of the investigation within 20 working days.



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What If I Feel the Matter is Still Not Resolved?

If you are not satisfied with the response from the CEO, you can escalate the complaint to the **Chair of the Board of Directors**. In your letter or email, please clearly explain why you feel the issue has not been resolved.

Your letter should be submitted within three weeks of receiving the initial response. If you are unable to write, a senior staff member will assist you in submitting your complaint.

The Chair of Trustees will arrange a meeting or telephone conversation to discuss the matter further. You are welcome to bring a relative or friend for support. Following the discussion, you will receive a written response within five working days.

What if I Am Still Not Satisfied?

If you are still not satisfied after engaging with the Chair of the Board, a **Complaints Committee** will be formed. This committee will consist of other members of the Board who will objectively investigate the matter with all relevant parties involved.

The committee will arrange a meeting with you, either in person or by phone, and you may bring a friend or relative if you wish. After reviewing all aspects of the complaint, the committee will provide a final written response within five working days of the meeting.

Recording and Monitoring Complaints

Beyond The Page will keep a record of all complaints and regularly monitor them to ensure that we are improving our services and meeting the needs of those who use them.

We will also use complaints data to inform our strategy and service development.

Contact Information

To make a complaint, please contact us:

Address:



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Beyond The Page

Kent Innovation Centre,

Millennium Way,

Westwood,

Broadstairs

CT10 2QQ

Phone:

07596924198

Email:

Admin@beyondthepage.org.uk

Co-CEO jo.verney@beyondthepage.org.uk

Chair of the Board amyjowett@yahoo.co.uk

Important Note

This Complaints Policy does not apply if you explicitly intend to take legal action regarding the complaint.

Ratified by Board: 12th May 2025

Date for Review: 12th September 2027

Signed:

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_____ Board Chair