



The Baby Café Charitable Trust

Policy 5: Feedback

Policy number	P5
Policy name	Feedback
Applicable to	Anyone who has something to say about Baby Café services including health professionals, volunteers, mothers and the general public.
Date agreed	7 th September 2006 Reviewed and approved October 07
Date for review	September 09

1. Background

The Baby Café Charitable Trust works hard to provide good quality services that reflect the needs of our users. To help us improve our services still further, we welcome your feedback in the form of compliments, suggestions or complaints.

2. General

Any feedback you make to us will be viewed as an opportunity for us to improve the services we provide. If you think that we have done something well, please tell us so that we know we are on the right track.

If you have a difficulty with a service or have a complaint to make, the quickest way to get it resolved is to talk to the staff responsible for that particular service. This, in many cases, will be the lead facilitator of your local Baby Café drop-in.

3. How to make compliments or suggestions

If you would like to express thanks then please talk or write to the person in charge of the Baby Café drop-in or service you are pleased with. If you would like to write to the national charity to express your thanks then please either e-mail the trustees on trustees@thebabycafe.org or write to:

Chair of trustees
The Baby Café Charitable Trust
PO Box 640
Haywards Heath
RH17 5WS

If you think that we can do better, please tell us how by speaking or writing to the person in charge of the area where you think that we can make improvements.



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4. How to make a complaint

If you are unhappy about the level of service that you have received, please ask to speak to the person in charge and they will try to resolve your complaint immediately.

You can also contact the National Co-ordinators who are responsible for day-to-day management of the organization. They are available via e-mail

julie@thebabycafe.org

catherine@thebabycafe.org

or at the national charity address (see below).

If staff you have been dealing with have not been able to provide a response that you consider to be satisfactory you can register a formal complaint with the board of trustees. The board of trustees are ultimately responsible for dealing with complaints and if appropriate will take your complaint to a full trustee meeting for investigation. To do this either:

e-mail trustees@thebabycafe.org or write to

Chair of trustees
The Baby Café Charitable Trust
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You can also ring 0870 [forthcoming] to speak to our administrator for further advice.

Please include your details, details of your complaint and if possible how you would like to see it resolved.

Timescale

We hope that the majority of complaints can be dealt with on-the-spot quickly and easily. If you write or e-mail us we will

- Acknowledge your complaint in writing within seven working days of receipt.
- Write to you within 90 working days (from the date that we received your complaint) to tell you the result of our investigation.
- If our response is delayed we will write to you to explain the reasons why and tell you when you can expect a full reply from us.

These timescales reflect the nature of our organisation as a very small charity running on a lot of donated time, and that our board of trustees meets only 5-6 times a year.