



## Compliment, Complaint and Suggestion Policy

Befriending Networks aims to always provide high-quality service. Whether you think we're doing well or feel we need to do better, we value your opinion and want to hear from you.

If you are not happy with Befriending Networks in any way, please let us know. We welcome the opportunity to put matters right, for you and for others who might use our services in the future.

**Compliment:** Recognition, praise or kudos regarding your experience of our services.

**Complaint:** A complaint is an expression of dissatisfaction, whether justified or not.

**Suggestion:** An idea, plan, or feedback to put forward for consideration to the review and continuous improvement of our services, processes and procedures.

### Policy Scope - Complaint

We can only investigate a complaint which directly relate to the services provided by Befriending Networks.

We cannot receive or investigate a complaint about any befriending services or other organisations, either in or out of our membership. A complaint about such services must be directed to the organisation and follow their complaint policy and procedures.

### What to do

First, speak to the staff providing the service you wish to comment on. The people closest to the situation can deal with most problems quickly.

If you are unhappy with the response or feel unable to approach staff directly, then please contact our Chief Executive Officer, Susan Hunter

**Email:** [susan@befriending.co.uk](mailto:susan@befriending.co.uk)

**Call:** 07729 107 002

Whatever method you choose, we will deal with the matter in the same way.

## What happens next?

We will acknowledge suggestions within 5 working days.

We will acknowledge complaints within 5 working days. We will tell you who is dealing with it and how long the investigation will take.

We aim to resolve complaints within 15 working days. Some complaints take longer to investigate. When they do, we will contact you to tell you when you can expect a response from us.

We will handle all suggestions and complaints sensitively. Befriending Networks will record your correspondence and follow relevant data protection requirements. We will use the information to help us improve our services.

## What if I'm not satisfied with the response?

If you have made a complaint and are unhappy with the response you receive or with the way your complaint has been handled, you can appeal by writing to Befriending Networks using the above contact methods. This may be escalated to the Chairperson who will look at the situation and decide if further action is needed.

You can write to the Chair of Befriending Networks trustee board, who will look at the situation again and decide if further action is needed. Their contact details are:

**Email:** [chair@befriending.co.uk](mailto:chair@befriending.co.uk)

## Charity Regulator

If you are concerned about the way our charity is being run, you can notify OSCR (Scottish Charity Regulator) using their online form: [OSCR | Charity Concern Form](#)

## Policy Implementation and Review

Overall responsibility for this policy and its implementation lies with the board of trustees of Befriending Networks. This policy is due for review every 3 years, or earlier if change is required.

Approved 23 April 2026  
Next Review Date: 30 April 2028