**Quality Policy**

We will ensure that our products and services meet our commissioners and beneficiaries expectations, our own high standards and comply with all relevant regulations.

We will strive to continually improve our performance by regularly evaluating our products and services (within each of the individual projects) and identifying actions to ensure that any quality issues are resolved and our objectives to maintain the high quality of provision is maintained.

The Broughton Trust is committed to satisfying all applicable requirements. The Broughton Trust is committed to continual improvement of the quality management system.

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| 1. Senior person and approved by the Full Board. |
| *- quality policy* |
| 2. Communicate the policy at the induction of new starters and to existing staff via the normal internal communications processes |
| *- induction checklist, emails, Google Drive, notice boards or newsletter and all hard copies are available in a file in the Core Office.* |
| 3. Review regularly and change if statutory requirement demand it. If appropriate and they need to be changed from an organisational point of view. All agreed by Full Board. |

Should any issues arise in connection with any service or quality issues that are not resolved, then a complaints policy is in place in order to escalate the given issue:

**Complaints Procedure**

1. **Introduction**

The Broughton Trust aims to provide a high quality of service, and to treat individuals and organisations fairly. However, it is recognised that on occasion the Trust may fall short of this standard and a complaint may arise. It is the Trust’s policy to resolve complaints as quickly and fairly as possible.

***All references to written communications may be taken to include other means for individuals unable to use or access written communications.***

1. **Informal**

If you feel dissatisfied with the service you have received you should say so to the person directly involved. Alternatively, ask to speak with the Deputy Chief Officer. They will try to resolve the matter to your satisfaction. We hope that the majority of concerns will be resolved at this stage.

1. **Stage 1**

If you feel that the matter has not been resolved through informal discussions, you should put the complaint in writing to the Deputy Chief Officer; or if the complaint relates to the Deputy Chief Officer the complaint should be addressed to the Chair of The Broughton Trust. Your complaint should be put within 14 working days of the complaint taking place. You may use the complaints form for this.

The person receiving the complaint should respond in writing in an endeavour to resolve the matter, within 5 working days of receiving the complaint wherever possible.

1. **Stage 2**

If the matter is not resolved, you may put the matter to the Management Committee who will appoint a panel of 3 people (none of whom wherever possible will have been previously involved) who will consider the matter. The complaint should be in writing, and put within 10 working days of receipt of the response at Stage 1; you may use the complaints form for this.

You will be entitled to have a meeting with the Panel to discuss the matter. The Panel will give their decision within 10 working days of the complaint being received.

**The Panel’s decision is final.**

1. The Management Committee will be informed of all complaints received.

The address for all correspondence is:

The Broughton Trust, Humphrey Booth Centre, Heath Avenue, M7 1NY. The envelope should be marked “Personal and Confidential”.

*Note: Should a member of staff have a complaint s/he should implement the grievance procedure, and* ***not*** *the Complaints Procedure*.

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