

Complaints Pathway

OUR COMMITMENT

The Sacred Birth Centre (SBC) is committed to creating a safe container for people to access education, services, and support, within a sacred framework, throughout all stages of the birthing process and beyond. We are also committed to the education and training of birth workers in a safe, professional, and competent manner. In order to achieve this, we have established a list of policies, procedures, and guidelines that all persons working with or for the SBC have agreed to abide by. You can view these at www.sacredbirthcentre.org. We have established this complaints pathway to address any issues or concerns that may arise in a timely and sensitive manner.

DISCLAIMER: It is important to note that ALL services (including education and training) advertised through the Sacred Birth Centre are conducted by private persons or organisations (affiliated service providers). When accessing these services you are entering into a private contract with the person(s) offering the service, therefore the Sacred Birth Centre cannot take responsibility or liability for anything that might occur.

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BEFORE MAKING A COMPLAINT

Before lodging an official complaint to us, we ask you first attempt to raise any issues with the person(s) involved. We believe that a lot of minor (and sometimes even major) complaints can be resolved through communicating your grievances as they arise. We will always attempt to resolve concerns in a respectful manner and request that you do the same.

We also ask, before making an official complaint, to consider whether or not it is more appropriate to submit a feedback form on our website (www.sacredbirthcentre.org). This process enables you to inform us of any problems or concerns you have that DO NOT

require a response or investigation. All feedback received will be processed and taken into account within our internal planning and evaluation process.

PLEASE NOTE: If your complaint is in relation to any urgent and/or serious safeguarding concerns, you must address these concerns to the appropriate authorities BEFORE lodging a complaint to us. The following information can help direct you to the appropriate authorities:

- If anyone is in immediate danger or harm, please dial 999.
- If your concerns are of a criminal nature but are not considered an emergency, please dial 101.
- To make a report to Avon and Somerset police directly, follow this link to make an online report or visit your closest branch:
<https://www.avonandsomerset.police.uk/report/>
- For any other safeguarding concerns, the following link will show you how to contact the local safeguarding authorities:
<https://www.somerset.gov.uk/children-families-and-education/report-a-child-at-risk/>.
- If the person(s) involved do not live within our local district (Somerset, UK), please look up the local authority of your area.

HOW TO MAKE A COMPLAINT

1. Any complaints that arise after accessing services listed through our Affiliated Service Providers (ASP) or Partnered Organisations must be addressed through the person(s) or organisations offering the service as Affiliated Service Providers and Partnered Organisations are responsible for establishing their own complaints process. Exceptions to this are:
 - 1.1. If you do not feel comfortable or able to address the complaint with the ASP
 - 1.2. You have attempted to address your complaint and are not satisfied with the response
 - 1.3. If the complaint is of a serious nature or contains safeguarding concerns
2. Any complaints that require the attention of the Sacred Birth Centre must be completed in writing by:
 - 2.1. Emailing complaints@sacredbirthcentre.org;
 - 2.2. Completing an enquiry form on our website - www.sacredbirthcentre.org;or

- 2.3. Posting your complaint to - 2-4 High Street, Glastonbury, BA6 9DU.
3. When submitting a complaint please include:
 - 3.1. Full name and contact details.
 - 3.2. Nature of complaint - including person(s) the complaint is about
 - 3.3. Any actions or remediation you are seeking.
 - 3.4. Your preferred method of contact. This could include email, phone call, or arranging a face-to-face meeting.

The absence of the above information may inhibit our ability to address or respond to your complaint.
4. Any complaints made in any other manner (i.e. contacting person(s) involved with the SBC through personal channels) will not be considered or addressed as a complaint to the Sacred Birth Centre.

HOW COMPLAINTS ARE PROCESSED

1. In order for the SBC to address complaints, all information pertaining to the complaint (including contact details of the complainant) will be processed by the Complaints Officer, delegated by the director(s), as the person(s) responsible for handling complaints on behalf of the SBC. By submitting a complaint to the SBC you are agreeing to these terms.
2. Complaints made to the SBC will be assessed within 7 business days
 - 2.1. If your complaint is of a serious nature and you believe it requires more urgent assessment (i.e. serious safeguarding concern), please include "URGENT" in the subject bar of your email and we will endeavor to assess the complaint within a shorter frame of time.
3. Once a complaint is received, it will be assessed to determine the level of urgency and severity. An email will be sent, acknowledging the complaint and informing the complainant of the timeframe in which it will be addressed.
 - 3.1. Urgent complaints should be addressed within 14 business days. PLEASE NOTE: any urgent or serious complaints should be addressed to the appropriate authorities BEFORE making a complaint to us.
 - 3.2. Non-urgent complaints will be addressed within 28 business days.
4. During the assessment process, an internal investigation may occur with any person(s) named within the complaint and/or person(s) responsible for the

service you have made a complaint against. This is for the purpose of gathering information required to process, respond to, and determine outcomes relating to your complaint. By submitting a complaint to the SBC you are giving consent for this investigation to occur.

5. If you wish to remain anonymous to the person the complaint is about, it is your responsibility to make this clear when submitting your complaint. Remaining anonymous may impact our ability to investigate and determine appropriate outcomes. Exceptions to this is when:
 - 5.1. We are required to disclose the complainant's identity by law.

WHAT HAPPENS NEXT?

1. Once a complaint is assessed, you will be contacted by the person handling the complaint via your preferred method of contact. If your preferred method is face-to-face, you will be contacted to arrange an appointment.
2. When contact has been made you can expect the following to occur:
 - 2.1. A summary of the complaint.
 - 2.2. Relevant information pertaining to any internal investigations that may have occurred will be shared with you.
 - 2.3. Any decisions made regarding your desired outcome (if stated in initial correspondence).
 - 2.4. Request for further information or clarification if decisions cannot be made based on limited or conflicting information.
 - 2.5. Request for mediation if the nature of the complaint cannot easily be resolved.
3. If you are unsatisfied with the outcome of your complaint you can:
 - 3.1. Request a review of the outcome within 28 days of receiving notification of the outcome. The complaint will be reviewed by an independent person within the SBC who was not involved in the original decision.
 - 3.2. If you are still not happy with the outcome of the review your complaint will be discussed in the next board of directors meeting.
 - 3.3. Make a complaint to external authorities. Information pertaining to this can be found on the following website:
<https://www.citizensadvice.org.uk/consumer/get-more-help/how-to-use-an-ombudsman-in-england/>

UNDERTAKING TO FOLLOW THIS POLICY:

The Complaints Pathway (Public) is endorsed by the Directors of the SBC. Any complaint(s) made through other channels, not outlined in this pathway, will not be considered as a complaint and therefore may not be followed up.

HOW TO CONTACT US

In the event of any questions or concerns relating to this policy, you can contact us by:

1. Completing a contact enquiry form on our website - www.sacredbirthcentre.org;
2. Emailing us at - info@sacredbirthcentre.org; or
3. Writing to us as at - 2-4 High Street, Glastonbury, Somerset, UK, BA6 9DU