

Name of policy	GOV GD - BMS Complaints policy
Last updated/reviewed	March 2024
Update interval	Every three years
Authorised sign-off	BMS Board of Trustees



## **BMS World Mission Complaints policy**

BMS World Mission is committed to delivering a high standard of service to anyone who engages with our work. We view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

### **1. PURPOSE**

We aim to address any issues or concerns, promptly and carefully as they arise. It is our intention to learn from experience so that there will be no similar cause for complaint in future.

This policy aims to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedures so that people know how to contact us to make a complaint
- To make sure everyone at BMS knows what to do if a complaint is received
- To make sure that all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

### **2. ORGANISATIONAL COMMITMENT**

The organisation expects staff at all levels to be committed to fair, effective, and efficient complaint handling.

### **3. DEFINITION OF A COMPLAINT**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of BMS.

Complaints may come from any person or organisation who has any interaction with BMS.

A complaint can be received in person, by phone, email, letter or on social media.

### **4. CONFIDENTIALITY**

All complaint information will be handled sensitively, informing only those who need to know whilst following any relevant data protection requirements.

## 5. RESPONSIBILITY

Overall responsibility for this policy and its implementation lies with the BMS Board of Trustees.

## 6. REVIEW

This policy is reviewed by the Board of Trustees every three years and updated as required.

All significant complaints are reviewed at monthly senior management meetings to ensure they have been satisfactorily handled, and any training needs or operational or procedural changes identified and acted upon. An annual report is made to the Board.

*This policy does not cover complaints from UK and overseas personnel, who should use BMS' Discipline and Grievance policies. A copy of the BMS Whistleblowing policy can also be found at the following link: [Whistleblowing Policy](#)*

General Directorate  
March 2024