

Bell House Dulwich – Policies and Procedures

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Complaints Policy and Procedure

Bell House Dulwich is committed to working in an open and accountable way that builds trust and respect. We have developed this Complaints Policy and Procedure that explains our approach to receiving complaints.

We to resolve complaints quickly, fairly and effectively. We aim to ensure that:

- making a complaint is as easy as possible;
- we deal with all complaints promptly, politely and when appropriate confidentially;
- we will learn from complaints and use them to improve; and
- we review periodically our complaints policy and procedures.

A complaint is any expression of dissatisfaction, whether justified or not, that requires a formal response

We will:

- acknowledge the formal complaint in writing;
- respond as soon as reasonably practicable;
- deal reasonably and sensitively with the complaint; and
- take appropriate action if required.

The complainant's responsibility is to:

- raise their concerns promptly and directly with the person concerned and if their concerns cannot be resolved satisfactorily informally, then to follow the formal complaints procedure as detailed;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Bell House Dulwich a reasonable amount of time to deal with the matter as detailed in the formal complaints procedure; and
- recognise that some circumstances may be beyond Bell House Dulwich's control.

Confidentiality: Except in exceptional circumstances, reasonable attempts will be made to ensure that both the complainant and Bell House Dulwich maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality. Should this be the case, the situation will be explained to the complainant.

Investment Policy

The purpose of our investment policy is to support our charitable aims in the long term which involves:

- Having enough liquidity to meet foreseeable needs;
- Preservation of capital;
- Earning a good return on investments; and
- Building up an endowment fund for future charitable work.

Trustees can delegate the investment decisions and execution to any one of their number, or to a committee, or to an outside adviser.

The trustees will retain overall control of decision making.

Investments will be made with regard to ethical considerations and no investments will be made in weapons or tobacco companies. Investment decisions will take into account risks of damage the reputation of the charity. Where an investment can in itself advance the objectives of the charity that will be considered favourably even if the return is likely to be lower than a purely financial investment.

Trustees will keep the investment portfolio under regular review.

Risk Management Policy

Anything that could prevent Bell House Dulwich achieving its aims is a risk.

Our policy is to identify risks, assess them and evaluate what action to take (and where appropriate put in place a management plan).

The major risks that we assess are:

- To the buildings and property;
- To reputation; and
- To members of the public and staff or contractors.

The trustees will review periodically the risk management policy.

Volunteer policy

This policy sets out the broad principles for voluntary involvement in Bell House Dulwich. It is of relevance to all within the organisation, including volunteers, staff, members, and those elected or appointed to positions of responsibility. This policy will be reviewed periodically.

Bell House Dulwich acknowledges that volunteers contribute in many ways, that their contribution is unique and that volunteering can benefit users of services, staff, local communities and the volunteers themselves. Bell House Dulwich values the contribution made by volunteers and is committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive and which develop volunteering.

Volunteers are people who are, unpaid and of their own free will, contribute their time, energy and skills to benefit the community.

All volunteers will have a nominated member of staff, or trustee or volunteer to offer guidance and advice to help the volunteer carry out tasks effectively.

Volunteering opportunities will be widely promoted in ways that makes them accessible to all members of the community. Bell House Dulwich expects all volunteers to treat every participant in activities with respect, regardless of age, gender, religion or sexual orientation. Volunteers can expect the same from Bell House Dulwich.

Volunteers will be properly briefed about the activities to be undertaken and given the necessary information to enable them to carry out tasks effectively.

Paying, training, and appraising staff

Bell House Dulwich will agree terms with any contractors or staff appropriate for a charity and Bell House Dulwich will ensure that where appropriate the terms of engagement are clear.

Staff will receive relevant training where required or appropriate.

Staff will have a regular “360 degree” appraisal where they will also be given the opportunity to comment on their supervisors or the procedures of the charity.

Staff payment will be made promptly.

Vulnerable beneficiaries

Bell House has a safeguarding policy and makes every effort to protect vulnerable beneficiaries. Trustees, staff and volunteers will:

- Identify vulnerable or potentially vulnerable individuals;
- Make appropriate access and other provision where reasonably possible;
- Regularly review its policies in the light of issues that arise; and
- Take account of vulnerable individuals in our DBS procedures.

Conflict of Interest Policy

All staff, volunteers and trustees of Bell House Dulwich will strive to avoid any conflict of interest between the interests of the organisation on the one hand and personal, professional and business interests on the other. This includes avoiding actual conflicts of interest as well as the perception of conflicts of interest.

The purpose of this policy is to protect the integrity of the organisation's decision-making process, to enable our stakeholders to have confidence in our integrity, and to protect the integrity and reputation of volunteers, staff and committee members.

Examples of conflicts of interest include:

1. A committee member who is also a user who must decide whether fees from users should be increased;
2. A committee member who is related to a member of staff and there is a decision to be taken on staff pay or conditions;
3. A committee member who is also on the committee of another organisation that is competing for the same funding; and

4. A committee member who has shares in a business that may be awarded a contract to do work or provide services for the organisation.

Upon appointment each trustee will make a full written disclosure of interest, such as relationships, and posts held that could potentially result in a conflict of interest.

In the course of meetings or activities, trustees will disclose any interest in a transaction or decision where there may be a conflict between the organisation's best interests and the trustee's interest.

Any such disclosures and the subsequent actions will be noted in the minutes.

This policy is meant to supplement good judgement, and staff, volunteers and management committee members should respect its spirit as well as wording. Any trustee or other Bell House Dulwich personnel that becomes aware of a breach of this policy shall report it to the chairman of the trustees as soon as possible.

Data Protection

Data protection legislation imposes strict obligations on Bell House Dulwich that are designed to protect the rights of individuals with regard to the safeguarding of their personal data. The chairman of the trustees has been appointed the data protection officer and is responsible for ensuring that these obligations have been fulfilled with the support of the trustees.

Personal data must not be held longer than is necessary.

Personal data must be stored and managed securely and all staff and volunteers must take precautions against physical loss or damage. They must also ensure that both access to and disclosure of personal data is restricted as appropriate.

Reasonable steps must be taken to ensure the accuracy and quality of personal data and to prevent it from becoming out of date. Periodic reviews of the information held should be completed to ensure on-going accuracy. If personal data are found to be out of date or inaccurate, they must be corrected as soon as is reasonably possible.

All processing of personal data must be adequate, relevant and not excessive for the specific purposes for which the data was obtained.

Any processing of personal data must be necessary to achieve the purpose for which it was collected. The data subject must not be misled or deceived with regards to the purposes or extent of the processing of their personal data.