

ASSOCIATION OF BREASTFEEDING MOTHERS

COMMENTS, COMPLIMENTS, AND COMPLAINTS PROCEDURE

The Association of Breastfeeding Mothers (ABM) makes every effort to provide a high standard of service and to treat all service users equally and fairly. Through the nature of our work, we often support new families at vulnerable times and it is important to us that we do so sensitively and appropriately. We continuously try to improve our services and we value any feedback that will help us to do this. Let us know how we're doing: comments, compliments, and complaints.

The ABM will review all comments, feedback and complaints, and our feedback procedures on a regular basis. This helps us to develop the best services that we can, so please let us know what you think.

Compliments and Comments:

If you are happy with a service you have received from the ABM, or have any comments, we would love to hear from you. There are several ways you can do this: you can speak to one of our volunteers, or email or write to us.

Complaints:

We also want to know if there is any part of our service that you are unhappy with. We take all feedback seriously and we will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner. We may share details of a complaint with relevant parties e.g. our National Breastfeeding Helpline partners if it will inform future learning and procedure, but will respect the confidentiality of all parties involved.

How to make a complaint: The first thing to do if you are unhappy about any aspect of our work, or the conduct of any of our volunteers, is to bring this to our attention. Ways of doing this include phoning the administrator, emailing, or sending us a private message through our Facebook page.

What you can do to help us deal effectively and quickly with your complaint: Contact us as soon as possible giving clear details so we can endeavour to resolve the issue. Specify clearly what it is that you wish to make the complaint about.

Including the following details will help us to effectively and quickly investigate your complaint:

- The specific area, volunteer or resource to which the complaint applies.
- Your name and contact details: this is essential as we will not investigate anonymous complaints.
- Outline the nature of your complaint as precisely as possible. This will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred, if applicable.
- Please let us know if you have already reported the complaint, and if any action was taken previously.

What we promise to do to help resolve your complaint:

Your complaint will be dealt with in a professional and confidential manner.

Your complaint will be assigned quickly to the most appropriate person to deal with the complaint, who will investigate the matter fully and communicate regularly with you until the issue has been resolved. In the first instance, the complaint may be assigned to the relevant Regional Co-ordinator, or our Training Co-ordinator. In the case of complaints of a serious nature, or where this first-line resolution has not been successful, a complaint will be passed to a 'complaints team', typically consisting of the ABM Chair, Training Co-ordinator and another Central Committee member. Whenever possible, at least one member of the complaints team will be someone who does not personally know the person about whom the complaint has been made.

How and when we will respond:

We will acknowledge any complaints within 5 working days of receipt. You will receive a full response to your written complaint within 15 working days.

Contact details:

E-mail: admin@abm.me.uk

Website: abm.me.uk

Telephone: 08444 122 948