BINA PATHWAYS

Complaints and service recovery

BP-PUB-05-20261106-v1 | Owner: Uninvolved director or appointed investigator | Review by 6 November 2027 or earlier on material change

How to complain

Clients, workers, learners and other affected people may complain verbally or in writing through admin@binapathways.co.uk or 07337 541218. Give the relevant booking or order reference, facts, dates and desired outcome without sending unnecessary sensitive information. We provide reasonable communication adjustments. Immediate safety concerns use emergency and safeguarding routes first.

Acknowledgement and investigation

We normally acknowledge within two working days, identify an uninvolved investigator, assess urgent risk and explain the next steps. We review relevant records, hear the people involved fairly and preserve original evidence. A complaint about a director goes to the uninvolved director; where independence is not possible an external reviewer is arranged.

Outcome and review

We aim to provide a reasoned response within ten working days. If more time is needed we explain why and give a revised update date. The response states findings, any remedy or improvement, action owners and review rights. A review may normally be requested within ten working days; justified late requests are considered fairly. We aim to conclude the review within a further ten working days, explaining any necessary extension. Statutory and external routes remain available.

Live shift concerns

Report absence or unsuitability immediately by telephone so the hirer can protect its service and Bina can assess replacement options. Supply a factual written account normally within two working days. We normally give an initial commercial outcome within five working days. Any credit depends on evidence and the agreed terms; there is no automatic free-hours promise. Undisputed sums remain payable.

Learning and protection

No person is penalised for raising a genuine concern or asserting rights. Complaints do not delay safeguarding, police or clinical action. We log themes, remedies, deadlines and evidence of improvement and review the information monthly during launch.

Related controlled procedures: Client terms clauses 6 and 11; Staff handbook section 12. Use Operational Action Guide BP-ACT-2026-11-06-v1 for the responsible person, action, deadline, escalation and record. Accessible copies: admin@binapathways.co.uk or 07337 541218.