

Bridgend Centre

Complaints Policy and Procedure

Statement

The Bridgend Centre aims to provide all its users with the best possible service at all times. It is important to us that people are able to express their feelings and experiences of the services we provide. These can be both good and bad. If we know what your experience is, we can build on what we are doing well and introduce changes where they are needed. If you are unhappy with your experience we also need to know. This will help us improve our services for all who use them. You might want to complain, give us a compliment or make some comments about the service you have experienced.

A compliment involves you telling us about a service you received that you are particularly pleased with.

We can then pass on your appreciation to our staff. We are always delighted when you take the time to contact us about a good experience you have had at The Bridgend Centre.

A complaint involves you telling us when you are unhappy with a service you received or the way you feel you were treated by The Bridgend Centre

We are keen to ensure that everyone who has contact with us has a positive experience. Sometimes a complaint can be the catalyst for change. When a complaint is upheld, we will review our service ensuring that where possible and appropriate we involve the complainant in the review process.

A comment involves you giving us your point of view about the services we provide.

Your information can help us consider how we deliver our services and may help us make changes that will benefit everyone.

Who can complain?

Anyone who receives a service or enquires about a service can use this procedure. Alternatively, you may prefer to have someone complain on your behalf. This could be a friend, employer, or support worker who can speak on your behalf.

What can I complain about?

- We have failed to give you access to information or have given you incorrect advice or information.
- We have not treated you politely.
- We have discriminated against you or not treated you fairly.
- We have not responded to you within appropriate timescales.

What you cannot complain about

You may be disappointed with the advice or information given, but you cannot use the complaints procedure to complain about information and advice if it is correct and appropriate at the time it was given.

If you wish to complain about our conduct or standard of service, you must do this within three months of the incident/incidents. If you delay any longer, this could affect our ability to consider your complaint. In some cases, a long delay will mean that we will not be able to consider the matter at all.

MAKING A COMPLIMENT, COMPLAINT OR COMMENT

How to make a comment or compliment

We welcome comments, compliments and suggestions as these can help us improve our services. Please send any comments to Rebecca Lea, Centre Manager.

We hope that you will always be satisfied with our service and look forward to receiving your comments. If we get it right or wrong, we would like to know.

How to make a complaint

There are three stages in the Bridgend Centre complaints procedure.

Stage One:

If you are not happy with the service you have received, please contact Kerry Langstaff, Deputy Centre Manager at:

The Bridgend Centre
104 Palmerston Street
Bollington
Cheshire
SK10 5PW
Email: info@bridgendcentre.org.uk

The person responsible for the service you have received will try to put things right in the first instance, and we would hope to settle complaints as quickly as possible in this way. Please let us know at the time if there is anything we need to know about how to contact you (for example, if you would like us to reply by text phone or on audio recording).

Within 5 working days of receiving your complaint we will phone or write to you to say that we have received it. We will also tell you how to contact the person who is dealing with your complaint and when you can expect a reply.

Stage Two:

If you are not satisfied with the response you receive, you can take this further by putting your complaint in writing and sending to the Centre Manager by letter or email. The address is:

Rebecca Lea – Centre Manager
The Bridgend Centre
104 Palmerston Street
Bollington
Cheshire
SK10 5PW

Please state

- What happened
- When it happened
- Who dealt with you
- What you would like us to do to put things right.

If you cannot make your complaint in writing, please contact us via telephone on 01625 576311. Please let us know at the time of making your complaint if there is anything we need to know about how to contact you (for example, if you would like us to reply by text phone or on audio tape).

We will undertake to investigate the circumstances leading to the complaint and take steps to put the matter right. You will receive a reply to your complaint within 15 working days. If they cannot give you a full response at this time, they will tell you why and when you are likely to receive it.

Stage Three:

If you are not happy with our response you can refer your complaint to our Board of Trustees in writing to:

Geoff Brown – Chair of the Board of Trustees
c/o The Bridgend Centre
104 Palmerston Street
Bollington
Cheshire
SK10 5PW

Or you can send your complaint by email to [**trustees@bridgendcentre.org.uk**](mailto:trustees@bridgendcentre.org.uk).

The Board of Trustees will investigate your complaint further and will respond to you in writing within 15 working days. If they cannot give you a full response at this time, they will tell you why and when you are likely to receive it.

This will be the final stage in the Bridgend Centre's Complaints Procedure.

Records of complaints, including details of our investigation and our findings, will be kept on file for at least 6 years.

Further Information

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for the purposes connected with your complaint. We may also give your personal information to other people and organisations if we have to by law or if you have given us permission.