

THE BRIDGES COMMUNITY TRUST

P25: Complaints and Suggestions Policy



YOUR POTENTIAL REALISED

1. Introduction

- 1.1 The Bridges Community Trust is committed to delivering a quality service at all times. However, we do accept that occasionally things can go wrong. If you are dissatisfied with any aspect of the service you receive from The Bridges Community Trust we would like to hear from you. Equally, if you are pleased with the services offered, or have a suggestion on how we might improve our services, do let us know.
- 1.2 We need to know the exact nature of your complaint. Please provide as much information as possible about the service provided, the individuals or department involved and why you felt the service we offered did not meet your expectations.

2. How to lodge a complaint

- 2.1 You can make your complaint in whatever form is most convenient to you. You can telephone and speak to the appropriate member of staff. If you do not know who you should talk to, our Receptionist will help. Alternatively you can write to or email:

The Bridges Community Trust
5-7 Bridgeway Centre
The Meadows
Nottingham
NG2 2JD
Tel: 0115 9150077
Email: BridgesCT@nottinghamcity.gov.uk

- 2.2 If you telephone us, the complaint will be logged. Whoever takes your call will attempt to resolve the issue for you. If you are not satisfied with the response you receive at this stage you can submit a formal complaint in writing.
- 2.3 If your complaint is in writing (including by email) we will acknowledge it by return and pass it to the appropriate staff member for action. If your complaint cannot be resolved by the person initially dealing with it, it will be directed to the relevant senior member of staff.
- 2.4 It is our intention that complaints will be responded to within ten working days. If a full response cannot be given within ten working days (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be informed of the progress being made with your complaint.
- 2.5 The Finance and Operations Manager accepts full responsibility for effective complaints handling.
- 2.6 In all cases we will treat your correspondence in strict confidence, with fairness and objectivity.

3. What to do if you are still unhappy

- 3.1 If you feel your complaint has not been satisfactorily dealt with, you have the option to put your concerns directly, in writing, to the Chair of The Bridges Community Trust.

Chair
The Bridges Community Trust
5-7 Bridgeway Centre
The Meadows
Nottingham
NG2 2JD

The Chair will reply to you within 10 working days of receipt of your letter.

- 3.2 If you are not content with the outcome you may raise your complaint with the full board of directors by writing directly to:

The Board of Directors
The Bridges Community Trust
5-7 Bridgeway Centre
The Meadows
Nottingham
NG2 2JD

The matter will be raised at the next full board meeting and you will be informed of the outcome within 10 working days of that meeting. **Please Note: Board Meetings are normally held on a quarterly basis.**

4. **Third Party Complaints**

If you wish to complain about the service you have received from an individual or organisation which you have been referred to by The Bridges Community Trust you should, in the first instance, raise the matter directly with the individual or organisation concerned. The Bridges Community Trust has no remit to resolve any such complaints on your behalf. Nevertheless, if you write to us we will forward any such complaints directly to the relevant individual or organisation for resolution. You will need to provide details of the venue, date and the reasons for your complaint. We will forward your complaint, together with a covering letter, to the body concerned within ten working days. We will copy you in on all correspondence to and from the third party relating to your complaint.

5. **Recording and Monitoring Complaints**

The Bridges Community Trust takes every complaint and suggestion seriously. We systematically record the complaints received and the subsequent actions taken. The number of complaints, their nature and the speed with which they are dealt with are all monitored. We report regularly to our board of directors on the type of complaints and suggestions received and our progress on handling of them.