

The Brunswick Centre Compliments and Complaints Procedure



Compliments and Complaints

The Brunswick Centre recognises that while we strive to provide quality services we may occasionally get it wrong. When we do, we want to hear about it so that we can learn from what happened and improve services.

Also, if you feel we have done well then we ask that you let us know as this, too, will assist us in improving services.

Talk it over

Sometimes, it may be enough to talk over how you are feeling with a member of staff or the person concerned, as this may resolve the complaint quickly and easily. If you have tried this and it has not resolved the issue, or how you are feeling, then you may wish to formalise the complaint.

Who can you make a complaint?

You are entitled to make a complaint if:

- You feel the service you have received is of a poor standard;
- You do not agree with a decision we have made that affects you;
- You have not received a service that you feel you should have; and/or
- You feel a member of staff's or a volunteer's behaviour towards you is unacceptable or inappropriate.

How to make a complaint

You will need to contact our chief officer; you can do this in several ways:

- By completing the attached form and mailing it to our chief officer at our main office;
- By phone, fax, text or email – contact details are on the attached form;
- Call into the office; or
- Write a letter.

The information you provide will only be used to deal with your complaint in line with our information governance policy, a copy of which is available at www.thebrunswickcentre.org.uk. We can also send you a copy.

As part of the complaints process, you will be asked to complete an Equality Monitoring Form. Any information you provide is collected for monitoring purposes only, to help us better understand the nature of the complaints we receive and identify if there are specific areas we need to improve. The form and any information you supply will be completely separate from your complaint – it won't harm or otherwise affect your complaint in any way.

What will happen?

STAGE 1 – Formal Complaint

Within seven days of receiving your complaint we will write to you, acknowledging receipt of your complaint and explaining how we will handle it. Our aim would be to resolve your complaint within 25 days, although this can sometimes take longer and we will inform you of any delays.

At this stage we may also need to contact or meet you to clarify and establish the terms of reference of the complaint.

Our chief officer will arrange to talk to you in an effort to resolve the problem. When your complaint has been fully investigated, the chief officer will write to you informing you of the outcome.

If you are not satisfied with at this stage then you have the right to ask for a Formal Investigation (Stage 2) into your complaint. This Stage 2 complaint should be requested within 28 days of receiving the outcome letter from our chief officer.

STAGE 2 – Formal Investigation

If you are not satisfied after Stage 1, or you are complaining about our chief officer, you can contact the chair of trustees using any of the methods above, marking your complaint for the attention of the chair of trustees.

The chair of trustees will write to you within seven days of receiving your complaint to acknowledge receipt of your complaint and explain how they will handle it. The aim would be to resolve this within 14 days, although this can sometimes take longer. You will be informed of any delays.

The chair of trustees will arrange to talk to you in an effort to resolve the problem. When your complaint has been fully investigated, the chair of trustees will write to you informing you of the outcome.

If you are not satisfied at this stage then you have the right to ask for a Review Investigation (Stage 3) into your complaint. This Stage 3 complaint should be requested within 28 days of receiving the outcome letter from the chair of trustees.

STAGE 3 – Review Investigation

If you are not satisfied after Stage 2, you can contact the Board of Trustees asking for a Review Investigation. The Board of Trustees (excluding the chair) will convene a meeting within 28 days of receiving your request. The meeting will include the Board of Trustees (but not the chair) and yourself (along with your representative) so the complaint can be presented.

The Board of Trustees will write to you within seven days of the meeting with their decision. This decision of the Board of Trustees is final.

Our Contact Details

The Chief Officer, The Brunswick Centre,
Marten House, Fern Street East, St Andrew's Road, Huddersfield, HD1 6SB

Phone: 01422 341 764 / 01484 469 691

Mobile: 07703 187 968

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Here to listen. Here to improve.

