

The Brunswick Centre Compliments and Complaints Procedure



Compliments and Complaints

The Brunswick Centre recognises that while we strive to provide quality services, occasionally we may 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, 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 which affects you
- you have not received a service that you feel you should have
- you feel a member of staff or a volunteer's behaviour towards you is unacceptable or inappropriate

How to make a complaint

You will need to contact our Chief Officer and you can do this in several ways:

- phone, fax, text or email your compliment or complaint – contact details below
- call into the office
- write a letter

What will happen?

STAGE 1 – Formal Complaint

Within 7 days of receiving your complaint we will write to you acknowledging receipt of your complaint and explain how we will handle it. Our aim would be to resolve this 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/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 looked into, the Chief Officer will write to you informing you of the outcome.

If you are not satisfied with this you have the right to ask for a Formal Investigation (Stage 2) into your complaint. This Stage 2 complaint should be requested with 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 7 days of receiving your complaint to acknowledge receipt of your complaint and explain how s/he will handle it. The aim would be to resolve this within 14 days, although this can sometimes take longer and s/he will inform you 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 looked into, the Chair of Trustees will write to you informing you of the outcome.

If you are not satisfied with this 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. The meeting will include the Board of Trustees (but not the Chair) and you (along with your representative) so the complaint can be presented.

The Board of Trustees will write to you within 7 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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Email: info@thebrunswickcentre.org.uk

Web: www.thebrunswickcentre.org.uk

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