

BRIDGING THE GAP ISLINGTON

Comment and Complaints Policy

1. Introduction

Bridging the Gap Islington aims to provide high quality services which meet your needs. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organization.

2. Scope

This policy applies to all employees and volunteers and service users of Bridging the Gap Islington.

3. Policy

Any person including service users can make a complaint or comment about conduct or the behaviour of:

- a) An employee of Bridging the Gap Islington
- b) A volunteer, trustee or member of Bridging the Gap Islington
- c) An event or presentation by Bridging the Gap Islington
- d) An independent worker hired by Bridging the Gap Islington
- e) The conduct of the organization.

4. Making a complaint

Every effort will be made to resolve the problem by informal verbal discussion with an employee, a supervisory volunteer or a member of the Trustees. All complaints are logged. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within 5 working days.

If you are not satisfied with our response or wish to raise the matter more formally, please make your complaint in writing.

A complaint may be made to any employee, supervisory volunteer or trustee for Bridging the Gap Islington. A list of Trustee's is available from the coordinator or on our website.

Informal verbal comments (including critical comments) are welcome.

If you are not satisfied with our response, please make your complaint in writing

5. People responsible for dealing with complaints

The Trustees nominate two people to respond to complaints. All complaints should be reported to them and they will be responsible for ensuring a prompt and appropriate response. In the event that the complaint relates to one of the nominated people, it should be reported to the other nominated person.

The people nominated to respond to complaints are Greg Foxsmith and Robin Latimer

6. Making a written complaint

- The aim is to investigate your complaint properly and give you a written response to a complaint within 14 days, outlining how the problem will be dealt with.
- If, after we have responded you are not satisfied, please write to the Trustees. Your issue will be raised at the next available Trustees meeting.
- You will receive a response that will inform you of the date of a future Trustees meeting which will consider the problem in detail. You will be invited to explain the problem to the Trustees, and you can be accompanied by a friend or family member. You will not be present when a decision is agreed. As soon as possible after the Trustees meeting, you will receive a written reply to your complaint.
- If you are not happy with the reply to your complaint, then the Trustees will ask an external person with relevant expertise to act as a mediator and discuss the problem with you and with some members of the Trustees.

7. Final Stage

If it is not possible to resolve the problem through mediation, then the Trustees will ask the mediator for a written summary of the problem and any suggested actions. The Trustees will make a decision on what action should be taken, which will be final.

8. Approval

Approved: 14/01/2020

To be reviewed: Jan 2022

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