

IvybridgeLink at the BridgeLink Centre

Complaints Policy

1 Introduction

This document aims to help you understand the complaints procedure managed by IvybridgeLink.

What can you complain about?

IvybridgeLink recognises that, despite its best efforts, there may be occasions when a group or individual may wish to complain about the Centre's actions or lack of actions.

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter.

We are committed to equal opportunities and take complaints about discrimination very seriously.

IvybridgeLink views a complaints procedure as an efficient way of dealing with any complaint and a means of preserving the good reputation of the Bridgeline Centre through a transparent and fair process.

Who will deal with your complaint?

All complaints should be sent, in the first instance, to the Centre Administrator (if he/she is not the subject of the complaint), who will address the issue, investigate the complaint, endeavour to deal with it and respond in writing of the action they intend to take.

- If the matter is not resolved or the complainant is not satisfied with the action proposed, then they will be invited to raise the complaint in writing with the Chair of the Trustees.
- The Chair will investigate the complaint, consider whether any further action is required and notify the complainant of his/her decision.

If the Centre Administrator is the subject of the complaint the complaint should be addressed to the Chair of the Trustees, placed in a sealed envelope and handed in to the office. The Chair will select a Trustee who is not involved in or the subject of the complaint to deal with the matter, who will address the issue, investigate the complaint, endeavour to deal with it and respond in writing of the action they intend to take.

- In this instance if the matter is not resolved or the complainant is not satisfied with the action proposed, then they will be invited to appeal to the Chairman of the Trustees who will investigate the complaint, consider whether any further action is required and notify the complainant of his/her decision.

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

When will you hear from us?

We will let you know that we have received your complaint within ten working days. We will write to you or telephone you.

In most cases you will receive a full written response to your complaint within twenty working days. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint.

If the complaint is complex, we aim to let you have a full reply within twenty-five working days.

Any safety concerns that would endanger a Bridgelink Centre user would be dealt with immediately notice is received.

Further Action

The Centre Administrator and the Chair of the Trustees will report complaints to the Management Committee at the next meeting.

The Committee will monitor complaints to identify trends and ensure that working practices and procedures are adapted where necessary.

Complaint Form

A complaint form is at the rear of this Policy in Appendix A

Date of Change:	Changed By:	Comments:
12/07/25	Katherine Morgan	Sent to DS for annual review in September
		Date Approved by IvybridgeLink Board of Trustees:

Appendix A

IvybridgeLink Complaints Form

Please use this form to make your complaint, but if you prefer you can write a letter or telephone.

1. Name and Organisation (if applicable):

2. Address (including postcode):

3. Telephone:

4. Email:

5. Tell us about your complaint, clearly outlining:

4a. Why are you not satisfied?

4b. What do you want us to do to put things right?

6. Have you tried to resolve your complaint before?

If "yes", when? If "yes", how?

7. Any other comments?

Signed

Print name

Organisation (If applicable)

Date.....