



BROMLEY Y
COMPLAINTS POLICY AND
PROCEDURE

Bromley Y aims to provide the best possible service, but if we should, in your opinion, fall short of the high standards we set, there is a redress procedure which you can use. Bromley Y values its service users' thoughts and feelings and welcomes constructive criticism as an opportunity to learn. Staff will listen and take a note of any complaints in a non-judgemental and courteous way and will apologise if they are in the wrong.

1. Procedures

- 1.1 All complaints should be recorded in the Complaint File to allow Bromley Y to improve its services.
- 1.2 Front line staff are empowered to deal with any minor complaints. If the front-line staff are unable to rectify the complaint, then staff should report the matter to their manager who will investigate the circumstances and record the outcomes. If the situation is not resolved, then the line manager will inform the Director of the situation.
- 1.3 The Director will acknowledge in writing, the receipt of any complaint, (normally within 48 hours) and will undertake to investigate the circumstances leading to the complaint. The Director will communicate the results of the inquiry to the complainant within twenty-one days' maximum.
- 1.4 The Complainant shall have the right, if dissatisfied with the results of this inquiry, to put his/her case to the Board of Trustees. Where appropriate Bromley Y shall make a written apology (signed by the Chair of the Board of Trustees) to the complainant.
- 1.5 A record shall be kept of all complaints and the Board of Trustees shall be regularly informed of the number and nature of any complaints and the action taken.
- 1.6 If the complaint is directed against the Director, it shall be handled by the Chair of Bromley Y Board of Trustees.
- 1.7 Bromley Y is an organisational member of the British Association for Counselling and Psychotherapy (BACP) which has a complaints procedure which service users may have recourse to if they fail to gain a satisfactory result from the Bromley Y procedure.

2. Monitoring and review

The Board of Trustees, will review the operation of this policy annually.

This policy has been approved and authorised by the Trustees of Bromley Y

Signature:

Date: