

BSC - Complaints Policy

What is a complaint?

We recognise that a complaint may take a number of forms

- Complaint from a service user / organisation relating to delivery or standard of service.
- Complaint by an end user e.g. child, teacher, parent relating to inappropriate behaviour of whatever kind.
- Complaint by a third party or member of the public concerning the discharge of our charitable objects.

A complaint may be defined as 'any matter raised with a trustee or Development worker from whatever source which tends to suggest that the levels of service provided have fallen below expectations, or that the methods adopted in delivery have been inadequate or inappropriate. This will include matters raised concerning language used, methods adopted and behaviour towards others which might display itself in attitude or inappropriate behaviours of whatever kind.

Any complaint received will be dealt with by the trustees and in the first instance the chair to trustee and the complainant will be invited to clarify the detail of the complaint and a mutual resolution sought.

Should the complaint relate specifically to a safeguarding issue of whatever kind it will be dealt with in accordance with our safe guarding policy and escalated through the appropriate channels in accordance with that policy.

The overriding purpose of this policy is to protect users of BSC services and hence the reputation of BSC

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