

# **BRIGHTER LIVING PARTNERSHIP**



## **COMPLIMENTS AND COMPLAINTS POLICY AND PROCEDURE**

**Charity number 1101722**

**Company number 03973156**

## **POLICY STATEMENT**

The Brighter Living Partnership aims to offer a range of high quality services and products for its service users for all of its projects. Any compliment or complaint about any aspect of the organisation is welcomed and will be processed according to the agreed procedures.

If service users of Brighter Living Partnership projects wish to make a complaint they will be provided with information about how to do so. The partnership also wishes to encourage suggestions as to how its services could be improved and welcomes feedback from users. All projects are evaluated and the Brighter Living Partnership uses this feedback as part of their continuous improvement plan.

## **PROCEDURE**

1. In the first instance, compliments and complaints should be made in writing either by post or email and addressed to the Deputy Manager of Brighter Living Partnership.

### **Contact details:**

Matthew Smith  
Brighter Living Partnership  
Southport Community Centre  
Norwood Road  
Southport  
Merseyside  
PR8 6HQ  
Email: [matty.smith@brighterliving.org.uk](mailto:matty.smith@brighterliving.org.uk)

2. The letter/email will be acknowledged by the Deputy Manager, or in their absence another nominated member of staff, within 7 working days of receiving it.
3. The Deputy Manager will investigate the complaint and will reach a decision about the complaint. A response will be sent to the complainant within 14 working days of first receiving the complaint.
4. If the complainant is not satisfied with the response and decision (or because the complaint involves the Deputy Manager) the complainant can write to the Chair of the Board of Trustees of the Brighter Living Partnership at the same address as above.
5. The Chair or other nominated member of the Board of Trustees will acknowledge receipt of the letter within 10 working days.
6. Where the complainant has appealed to the Board of Trustees for a review of the response to the complaint (or where the complaint involves the Deputy Manager or other staff members) an investigation will be carried out by the Chair or other nominated Trustee acting on their behalf.

7. The Chair on behalf of the Board will make a final decision and notify the complainant of the result of their investigation within 15 working days of receiving the letter.
8. The complainant will have a further ten working days from the date of the final decision to raise any inaccuracies within the response, after which the complaint will be deemed to be resolved.
9. All compliments and complaints received, together with a copy of the response will be notified to the Chair of the Trustees.
10. Compliments and complaints are monitored and feed into the planning process as appropriate.

**Drafted: August 2019**

**Reviewed: September 2019**

**Adopted: October 2019**

**Next review: September 2021**