



## **The Bolton Woods Centre – Complaints Policy**

The Bolton Woods Centre aims to provide the best possible service. We positively welcome suggestions for how we can improve our service.

Usually speaking with the person at the point of service delivery will suffice should a problem arise. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect.

### **What to do if you have a complaint (Members of the Public)**

We view legitimate complaints positively as they are one of the ways we must make sure we keep improving our standards and the quality of everything that we do.

As a Charity, we take safeguarding extremely seriously. If you have any concerns regarding the safety of any centre client, it is vital that you tell us about it immediately so that appropriate action can be taken.

If there is anything regarding the service you feel you need to complain about, please tell us as soon as possible. If we do not know about a problem, we cannot begin to resolve it for you and take action to ensure it doesn't happen again.

### **How to contact us**

Complaints can be made in writing to The Bolton Woods Centre, 71 Livingstone Road, Bolton Woods Bradford BD2 1BD

Alternatively, you can call us: 01274 010173 OR EMAIL: [nathan@boltonwoodscentre.co.uk](mailto:nathan@boltonwoodscentre.co.uk)

### **What happens when we receive a complaint**

- Listen, record the complaint and advise how it will be handled.
- Investigate whenever necessary.
- Take action to resolve the problem and tell the complainant what that action is.
- Take steps to avoid a repeat occurrence.

At all times the complainant should be treated with understanding and respect. Confidential information in relation to a complaint will be handled sensitively, following the guidance in our Data Protection and GDPR policy.

### **Complaint response times**

Complainants should be made aware that Centre cannot always respond to complaints immediately, although we will whenever we can.

The complainant should receive an initial acknowledgement and/or response within seven working days of receipt of the complaint and we expect to resolve most problems in that time.

Where a more in-depth investigation is required, we will aim to provide a full response within 14 working days. If there are exceptional circumstances, where that is not possible, Management will advise the complainant.

## **Whistle-Blowers**

1. If you believe that the organisation is involved in any form of wrongdoing such as:
  - Committing a criminal offence
  - Failing to comply with a legal obligation.
  - Endangering the health and safety of an individual
  - Environmental damage
  - Concealing any information relating to the above

You should in the first instance report your concerns to the Manager who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the Chair of Trustees or dependent on the nature of the wrongdoing, the appropriate organisation or body, the Police, the Environment Agency, Health and Safety Executive or Social Services Department. ([janet@playbradford.org.uk](mailto:janet@playbradford.org.uk))

2. If you do not report your concerns to the Manager, you may take them direct to the appropriate organisation or body.
3. The Public Interest Disclosure Act 1998 prevents you from suffering a detriment or having your contract terminated by 'whistleblowing' The Bolton Woods Centre Management take very seriously any concerns which you may raise under this legislation.
4. We encourage you to use the procedure if you are concerned about any wrongdoing at work. However, if the procedure has not been invoked in good faith (e.g., for malicious reasons or in pursuit of a personal grudge) then it will make you liable to immediate termination of engagement or such lesser disciplinary sanction as may be appropriate in the circumstances.