

Our promises to you

CLEAR, SIMPLE, ACCESSIBLE:

- ✓ Our policy, procedure and service standards are available on our website and in paper form on request from BCT reception
- ✓ We use plain English
- ✓ All documents are available in alternative formats upon request
- ✓ You can log a complaint in the following ways:
 1. Face-to-face with any member of staff
 2. By telephone or letter
 3. By using the online complaint form on the website
 4. By completing a complaint form available from BCT reception
 5. Via social media - you will be directed to our online complaints form
 6. Via a Councillor, MP or other third party with authorised consent

PROMPTLY, POLITELY, FAIRLY:

- ✓ Complaints, compliments and suggestions will be logged within 24 hours if received on a weekday or by close of business on a Monday if received on a Saturday or Sunday
- ✓ First time complainants will be contacted within 24 hours with the aim of resolving the complaint immediately or as soon as practically possible with a target of 5 working days
- ✓ Formal Stage 1 complaints will be acknowledged in writing (via email if appropriate) within 2 working days and you will be given a reference number and the name of the complaint handler – this will be a manager who will investigate and respond with a target of 10 working days
- ✓ Formal Stage 2 complaints will be acknowledged in writing (via email if appropriate) within 2 working days. The complaint will be assigned to a Director who will investigate and respond with a target of 10 working days
- ✓ You will, at each stage be advised of your right to escalate your complaint and how to do this if you are not happy with the outcome
- ✓ We will always check with you before closing a complaint
- ✓ We will deal with all types of feedback in a supportive, non-judgemental or defensive manner

NUMBER, NATURE, OUTCOME:

- ✓ We will publish the number, nature and outcome of complaints on our website, in our newsletter and in reception 4 times a year and in our annual report
- ✓ Our Customer Scrutiny Committee will oversee the complaints we receive and will look at the number, nature and outcome on a quarterly basis, and how we as an organisation can learn from them