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# PROCEDURE: COMPLAINTS

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<b>Approved by</b>	Board of Trustees
<b>Last review</b>	January 2024
<b>Next review</b>	January 2025
<b>Version</b>	0.0

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**Ammendments:**  
None

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**Date:**  
01/01/2024

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## COMPLAINTS PROCEDURE

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At Bridge to Unity it is important to us that all aspects of our work are carried out to a high standard and that all members of our team act respectfully and professionally at all times.

If you or someone you are in contact with have concerns about a member of our team or the work we have carried out we want to hear about it.

At Bridge to Unity we welcome feedback and complaints and will always ensure any we receive are formally reviewed to ensure that we can continue to provide the high quality service we set out to deliver from the very start.

As well as this, we always welcome feedback about the support we provide those in our community, the events we host and the programmes we deliver. By receiving feedback, good and bad, we can ensure we are continuing to grow as an organisation.

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## WHAT HAPPENS NEXT?

You will receive notification of receipt within 48 hours, assuming you have provided us with contact details. We will provide a written outcome of your complaint within 10 days.

If after receipt of our response you are not satisfied, you are able to complain to the Charity Commission (<https://www.gov.uk/government/organisations/charity-commission>), or if it is regarding fundraising, the Fundraising Regulator (<https://www.fundraisingregulator.org.uk/>).

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## WAYS TO COMPLAIN

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To make a complaint you can either:

Complete the complaints form at:  
[www.bridgetounity.com/complaints](http://www.bridgetounity.com/complaints)

Email us at: [info@bridgetounity.co.uk](mailto:info@bridgetounity.co.uk)

Call us: 01329 600 414

We ask that you provide as much detail as possible regarding your complaint, including information such as dates, times, locations and names and if you are happy to do so, contact details for yourself, so that we can endeavour to contact you as part of the investigation process.