



Bishop Creighton House  
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## **BISHOP CREIGHTON HOUSE COMPLAINTS PROCEDURE**

BCH and all its projects aim to provide a friendly and efficient service to all their users. However, there may be occasions when someone feels they have reason to complain and so we have a complaints procedure to help with process.

This procedure describes how to make a complaint and how that complaint will be dealt with (the names and contact details of the relevant people are given overleaf). In order to ensure that your complaint is dealt with effectively the following steps in the procedure must be adhered to.

1. BCH takes all complaints seriously and will strive to resolve any issues informally. However, if this is not possible your complaint will be taken forward in a more formal manner as stated below. If your complaint is of a criminal matter the Police will be contacted and will take the issue forward from that point.
2. If you have a complaint about the service you have received, then you must first write to the relevant manager. If you are unsure who this is please refer to the attached diagram or ask a member of staff. You should mark your letter "Private and Confidential". All complaints will be dealt with in accordance with our Confidentiality Policy.
3. You will be sent an acknowledgement that your complaint has been received and the relevant manager will respond to you within 10 working days.
4. In investigating your complaint, the relevant manager may contact you to discuss this and, if appropriate, ask to meet with you. Notes will be taken of any meeting and you will be given a copy.
5. If you are dissatisfied with the response you receive, you should write to the Chief Executive. You will receive an acknowledgement of your letter and a response to your complaint will be made within 10 working days.
6. If you are still not satisfied with the response you receive from the Chief Executive and wish to take this further, you should write to the Chair of the Trustees of Bishop Creighton House. A meeting of the Complaints Sub-Committee will be arranged which will consist of the Chair and two additional trustees. A response will be made within 5 working days of that meeting.
7. If the complaint is against the manager of the relevant service, you should write directly to the Chief Executive, who will follow the above procedure in responding. If

the complaint is against the Chief Executive, you should write directly to the Chair of the Trustees. If the complaint is against the Chair of the Trustees you should write to the Vice Chair.

**Whatever your complaint, it will be dealt with discreetly, courteously and as quickly as possible.**

Please note that any complaints between staff members and/or trustees should follow the Grievance Procedure rather than this complaints procedure.