



Complaints Policy

Bridge the Gap Child Mental Health CIC

1. Purpose

Bridge the Gap Child Mental Health CIC is committed to providing safe, compassionate and high-quality support for children, young people and families.

We welcome feedback, compliments and complaints as valuable opportunities to learn, improve and strengthen our services.

We recognise that raising a concern can sometimes feel difficult. We are committed to listening openly, responding fairly and working towards positive resolutions wherever possible.

Making a complaint will not affect the quality of support a child or family receives from Bridge the Gap.

2. Scope

This policy applies to complaints relating to:

- One-to-one services
- Workshops and groups
- Parent support
- Training
- Volunteers
- Employees
- Associate practitioners
- Contractors acting on behalf of Bridge the Gap



This policy does not replace safeguarding procedures, whistleblowing procedures or employment policies where these are more appropriate.

3. What is a Complaint?

A complaint is an expression of dissatisfaction about any aspect of our service.

This may include concerns about:

- The quality of support provided.
 - Communication.
 - Professional conduct.
 - Delays.
 - Customer service.
 - Policies or procedures.
 - Accessibility.
 - Any other aspect of our service.
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4. Our Commitment

We will:

- Listen respectfully.
- Take concerns seriously.
- Respond fairly and objectively.
- Keep complainants informed throughout the process.
- Learn from complaints to improve our services.
- Treat everyone with dignity and respect.



5. Raising a Concern Informally

Many concerns can be resolved quickly through an informal conversation.

Where appropriate, we encourage individuals to speak with the practitioner involved or contact a Director as soon as possible so that concerns can be discussed and, where possible, resolved promptly.

6. Formal Complaints

If the matter cannot be resolved informally, or the complainant prefers, a formal complaint may be submitted.

Complaints should ideally be made within **three months** of the event giving rise to the complaint, although later complaints may be considered where there is good reason.

Complaints should include:

- Name
- Contact details
- Description of the complaint
- Relevant dates
- Desired outcome (where known)

Complaints should be sent to:

Jennifer Wyman and Nikki Webster

Bridge the Gap Child Mental Health CIC

Email: nikkiwebster@jwbridgethegap.com or jenniferwyman@jwbridgethegap.com

7. How We Will Respond

Stage One – Acknowledgement



We will acknowledge receipt of the complaint within **five working days**.

The complaint will be logged confidentially.

Stage Two – Investigation

A Director who is not directly involved in the matter, wherever possible, will investigate the complaint.

The investigation may include:

- Reviewing records.
 - Speaking with staff.
 - Speaking with the complainant.
 - Reviewing relevant policies.
 - Seeking further information where necessary.
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Stage Three – Outcome

We aim to provide a written response within **20 working days**.

Where additional time is required, we will explain why and provide an updated timescale.

The outcome may include:

- An explanation.
- An apology where appropriate.
- Actions taken.
- Recommendations.
- Service improvements.



8. Complaints Involving Safeguarding

If a complaint identifies concerns about the safety or welfare of a child or vulnerable adult, these concerns will immediately be managed under the Bridge the Gap Safeguarding Policy.

Safeguarding responsibilities will always take priority over this complaints procedure.

9. Complaints About Directors

If a complaint concerns one of the Directors, the complaint should be addressed to the other Director.

If the complaint concerns both Directors, an independent person or member of the Board (where applicable) will be identified to oversee the investigation.

10. Anonymous Complaints

Anonymous complaints will be considered where sufficient information has been provided.

However, it may not always be possible to investigate fully or provide feedback if we are unable to contact the complainant.

11. Confidentiality

Complaints will be handled confidentially and information will only be shared with those who need it in order to investigate and resolve the matter.

Information may be shared where required by law or where safeguarding concerns arise.



12. Learning from Complaints

Bridge the Gap views complaints as opportunities to improve.

Directors will regularly review complaints to identify:

- recurring themes;
- learning opportunities;
- service improvements;
- training needs;
- policy changes.

Where appropriate, improvements will be implemented and monitored.

13. Records

A confidential Complaints Register will be maintained.

The register will include:

- Date received
- Nature of complaint
- Outcome
- Actions taken
- Date closed

Records will be retained in accordance with the Bridge the Gap Records Retention Schedule.



14. If You Remain Dissatisfied

If you remain dissatisfied after receiving our final response, you may seek independent advice or contact any relevant regulatory or commissioning organisation where appropriate.

Nothing within this policy affects your legal rights.

Related Policies

- Safeguarding Policy
- Speaking Up (Whistleblowing) Policy
- Professional Standards, Conduct and Ethical Practice Policy
- Privacy Notice
- Respectful Behaviour Policy

Policy Review

This policy will be reviewed every three years or sooner if legislation or organisational requirements change.