



Bridges Project



Inspiring young people to build a confident future

How to Make a Complaint

How Do I Make a Complaint?

Bridges Project aims to provide you with high quality services in a safe, comfortable and welcoming environment.

We realise that sometimes things can go wrong and that we may be able to do something to sort this out.

So, if you're not satisfied with the service please let us know by talking to us.

What can I complain about?

The major things you can complain about are:

- The types of services and choices on offer at Bridges.
- The quality and suitability of services provided by Bridges.
- How you've been treated by staff and volunteers.
- Breaking confidentiality, and breaking your right to privacy.

The less urgent things may be about:

- The length of time you wait to see a worker.
- The number of times you get the answerphone when you phone Bridges.
- Facilities not working properly.
- A lack of hospitality.

If your complaint doesn't fit one of these areas, you can still raise it with us. It will be treated seriously and confidentially.

Your complaint must be justifiable before we can take it further. For example, complaints about other young people must be based on evidence and not gossip.

Complaining about someone else is serious; wrongful accusations can lead to innocent people being hurt.

I have a complaint. What do I do?

If your complaint needs sorting immediately but you feel it isn't too serious, you can have a word with a worker. They might be able to sort out the problem on the spot, e.g. the phone's not working, or there's no milk or no toilet paper.

If your complaint is about the service or how you have been treated, you can still approach a member of staff to talk about it.

You can also phone, write, email or arrange to talk privately with the Chief Executive. Or if you are uncomfortable about this process, you can write, in confidence, to:

**Chairperson
Bridges Project Board of Directors
Unit 1
Bogpark Road
Musselburgh
East Lothian
EH21 6RT**

This should only be done when a complaint is really serious.

I've made a complaint. What happens now?

We'll do our best to respond to your complaint within 28 days of receiving it. In most cases, we expect to deal with it right away or within a couple of days.

If your complaint is about the conduct of a member of staff, or another young person, we will need to interview them and any other witnesses or complainants before reaching a decision.

If the complaint against a worker is found to be true, the person concerned may be disciplined, depending on the severity of the complaint or misconduct. They may also be sent on training to address an area of their work practice if this is felt to be needed.

The ultimate sanction against another young person will be to exclude them from Bridges Project. You will be kept informed about the progress of your complaint and can choose to be kept informed in writing if you want.

Being Represented

You may want to be represented by someone when you make a complaint. Your representative should be independent — we recommend a worker from another agency such as the Citizen's Advice Bureau.

The Chief Executive at Bridges Project has a list of agencies that can act as impartial representatives for you

And Finally

We know that it can be really difficult and nerve-wracking to complain about things. You will not be made to feel unwelcome if you decide to make a complaint.

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**We would like to hear what you think of
Bridges Project, so please don't be afraid to get in touch.**