

Version No: 01

Last Updated: May 2006

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Reviewed By: Mick Creedon

Amendments Made Yes

No

Service Users' Complaint Policy

The BJC is committed to the delivery of a quality service as outlined in our service users Quality Statement

Despite the organisation making every effort to meet the quality standards that we have set ourselves from time-to-time service users may not feel satisfied with the type, level or quality of the service that is provided.

Guiding principles

The BJC gives a commitment that complaints will be taken seriously and dealt with promptly, efficiently and in a considerate manner

Every effort will be made to address the issue prior to moving to a formal complaint

All complaints will be dealt with in a fair, honest and ethical manner.

The procedure will be kept as simple as possible.

Where a complaint concerns a staff member the BJC will address the situation with due regard to its obligations as an employer and the rights of the employees, the terms governing their condition of employment and the procedures outlined in the staff handbook.

In the event of errors being made the BJC will endeavour to correct them as quickly as possible and to give an explanation and where necessary an apology.

Signed:

Mick Creedon
Manager