

# BENS Youth & Community Groups CIC – Complaints Procedure

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Andrea Woodrow	Director	Date 25/2/25

BENS Youth & Community Groups CIC aims to provide high-quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right, please let us know.

To ensure our service remains at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

If you are unhappy about any BENS CIC service, please speak to a staff member who will do their best to resolve any issues you may be experiencing.

If you are unhappy with an individual at BENS CIC sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, speak to the staff member's manager.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will provide you with at least an initial response within seven working days.

Making a written complaint if you are not satisfied with our response or wish to raise the matter more formally, please write to the directors of BENS Youth & Community Groups CIC.

All written complaints will be logged. You will receive a written acknowledgement within seven working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please report it and the matter will be taken to the next Director’s meeting, which will decide on any further steps to resolve the situation.