

COMMUNITY LINKS BROMLEY



Complaints policy

Last Reviewed March 2026

Next review date March 2028

Community Links Bromley (CLB) recognises that it is important to provide our customers with a good service in order to build our reputation as an efficient and professional organisation. Our aim is to give no cause for complaint.

1. Policy Statement

Community Links Bromley aims to provide high quality service. Complaints or concerns, comments and compliments are welcomed as a way of improving our service. All complaints, comments and compliments will be dealt with as speedily as possible.

Before making a complaint

Before making a formal complaint, if you are able to, please talk to the person concerned as it may be that any misunderstandings can be dealt with. If you have a complaint or a comment, please follow the guidelines below.

2. Initial Complaint

- Complaints can be made verbally but it is preferable for them to be in writing, initially to the project worker/service delivery staff member. If made verbally, staff will write down what the complaint is understood to be. Even small complaints, which can be quickly resolved, will be recorded.
- All complaints will be acknowledged in writing within 4 working days, and the complainant shall be advised of the name of the person who will deal with the complaint.
- Initially, complaints will be dealt with by the project worker/ service delivery staff member concerned who should respond to the complainant within ten working days. The staff member responding to the complainant will offer a discussion to ensure that the issue is fully understood.
- It is expected that most complaints will be resolved at this stage.

3. Investigation

- If the complainant is not satisfied at the end of the initial stage, he/she can.

request an investigation. This will be acknowledged within 3 working days of the request of an investigation being received.

- The Investigator will be the line manager of the individual the original complaint was made to. They will investigate as soon as possible and produce findings of fact and options for the resolution of the complaint, including any necessary organisational changes, which may be required.

4. Following the complaint

The Project Worker/Staff member/Investigator will endeavour to deal with the complaint in full and send a copy of her/his investigation report to the complainant within 28 days. If further time is required to respond the complainant will be kept informed and be advised of the revised timescale. The options and issues will be discussed with the appropriate people within the organisation after which any action/changes agreed will be implemented.

5. Safeguarding

Any complaint which relates to a safeguarding complaint or allegation will be dealt with in accordance with the Adults or Children's safeguarding policy as appropriate and not this policy.

6. Review

If the complainant is still not satisfied, they can require a review by the Chief Executive Officer (CEO), or if the CEO has investigated the complaint, by the Chair. This is not a new investigation, but a review of the complaint to ensure that it has been properly and fairly handled and that all issues that need to be taken account of have been. Findings of this review will be sent to the complainant within 28 days of the request for a review being made.

7. Comments and Compliments

All comments and compliments are recorded and the relevant staff/volunteers informed. With permission, they may also be used in publicity materials or funding applications.

Client Complaint Log

Name	
Address	
Telephone No.	
Project Title/ Reference No.	
Nature of Complaint	

Stage One: Informal Complaint (to be completed by the project contact within 10 working days)

Action Taken		
Signed		Date

Stage Two: Formal Oral Complaint (to be completed by the Line Manager contact within 10 working days)

Action Taken	
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Signed		Date

Stage Three: Formal Written Complaint (to be completed by the CEO)

Written acknowledgement sent by		Date
Signed		Date

Stage Four: Complaints Panel (to be completed by the Chair or Vice Chair)

Written acknowledgement sent by		Date	
Panel Member		Position	
Panel Member		Position	
Panel Member		Position	

Action Taken			
Signed		Date	

Please ensure that a copy of the completed Client Complaint Log and all relevant documentation is sent to the Director for monitoring and record keeping.