

How to Complain

Introduction

We hope that the service, you receive from us are of the quality that you expect. However, we know that there may be times when you feel unhappy with the service you receive or may want to make a suggestion about how we can improve it.

Your complaints are important to us. They help us improve our services, so don't be afraid to let us know your concerns.

How can I give you my comments?

We want to make it as easy as possible for you to let us know your comments. You can either write to us by using the on-line complaints form or send an e-mail to bookings@brentct.org.uk

How do I make a complaint?

If you want to make a complaint, we have a simple four stage procedure

Stage 1

The people who can best deal with a complaint are those who provide the service. So you should contact our office or manager about your complaint. We can usually sort out mistakes and misunderstandings quickly and informally at this stage. If you are not sure who to contact, please call 020 8838 1353.

Stage 2

If you are unhappy with the outcome at Stage 1, you can take the matter further. You can contact the Operations Manager. The Operations Manager will ensure that your complaint is fully investigated. We aim to respond within 10 working days. However when a complaint is complicated we may need longer. We will explain reasons for any delay and say when you can expect a full reply.

Stage 3

If you are still unhappy after Stage 2 investigations, you have a right to appeal to the Project Director. The Project Director will carry out a full review of your complaint within 15 working days. We will let you know if it is going to take longer. When making your Stage 3 Appeal please explain why you are still not satisfied and when you expect from a further review.

Stage 4

If after stage three you are not satisfied with the explanation or action taken, the matter can be referred to the BCT Management Committee, who may want to interview you before making their final decision.

The Management Committee will write to you with their decision within 15 working days from the first point of contact of this stage.