



Complaints Procedure

We are committed to providing an excellent service. We take all feedback seriously and welcome positive and constructive views on how we might improve.

As such we will strive to ensure that any complaints are:

- acknowledged promptly;
- taken seriously and properly investigated;
- dealt with confidentially and fairly;
- responded to appropriately; and
- learned from.

How to make a complaint

We consider a complaint to be an expression of dissatisfaction about the standards of service, actions or lack of action by The Brilliant Club, our staff or anyone else involved directly in the delivery of our work.

If you would like to make a complaint, in the first instance please email your main point of contact at the Brilliant Club. If you are not satisfied with the initial outcome please direct your complaint to Ciara Lynch, our Chief Operating Officer, using any of these options:

Email – (hr@thebrilliantclub.org).

Write to us – please send your correspondence for the attention of Ciara Lynch to The Brilliant Club, 17th Floor, Millbank Tower, 21-24 Millbank, SW1P 4QP.

If the Chief Operating Officer is unable to consider the complaint, it will be dealt with by our another member of the Executive team. Complaints should be made within three months of the relevant incident, although in exceptional circumstances we may be able to respond to a complaint that is older although this is something we will decide at our discretion and on a case by case basis.

Please make sure you include your name, address and contact telephone number in your email or letter so we can get in touch with you easily.

What we will do to respond to a complaint

We will acknowledge your complaint within five working days from receiving it and will send a formal response as quickly as we can, but within one calendar month.

Please note that if the issues raised in your complaint are complicated then we may need further time to properly investigate your complaint, but we will keep you updated as to when you can expect to hear back from us.

From time to time, we may receive complaints about matters that we are not able to comment on. Additionally, there may be very rare occasions when we will choose not to respond to a complaint (for example, where someone unreasonably pursues a complaint that we have already responded to; where the person making the complaint is being abusive or offensive in their correspondence; or where the complaint is incoherent or has been made anonymously).

For issues relating to your data or how we manage information about you, please refer to the charity Privacy Policy here: <https://thebrilliantclub.org/privacy-policy/>