



## Complaints Procedure

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

As such we work to ensure that 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. On occasion we may need you to take elements of your complaint to other organisations, where they relate to the actions of that organisation or its staff.

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 their response, please direct your complaint to Siobhan Haire, our Operations Director, using either of these options:

- Email: ([hr@thebrilliantclub.org](mailto:hr@thebrilliantclub.org)).
- Write to us: FAO Siobhan Haire, Operations Director, The Brilliant Club, 17<sup>th</sup> Floor, Millbank Tower, 21-24 Millbank, London SW1P 4QP.

If the Operations Director is unable to consider your complaint, it will be dealt with by another member of our Senior Leadership Team. Complaints should be made within three months of the relevant incident(s). In exceptional circumstances we may, at our discretion, respond to a complaint that is older.

Please make sure you include your name, email address and telephone number in your complaint, so that we can contact 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 by your complaint are complex, we may need further time to investigate, 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).

### **Appeal**

If you remain unsatisfied with the response to your complaint, you can make an appeal to our Chief Operating Officer, Ciara Lynch. Information about how to do so will be included in an initial complaint response.

We will acknowledge receipt of your appeal within 5 working days, and respond substantively within 30 days.

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