



JusB

A brighter future for young people in Bromley.

Complaints Policy and Procedures 2023

Updated by: Project Manager

Date updated: February 2023

Review date: February 2025

JusB's commitment

JusB are committed to delivering efficient and high-quality services. We aim to be open, to answer for our actions, to provide information quickly and politely, and to help anyone who is in contact with us.

Helping us to put things right

JusB are always keen to hear the views of the people we are in contact with about our performance – what we do right, and what we do wrong. We recognise that things may sometimes go wrong and, as a result, we do not provide the standards of service that we have set ourselves. We are especially keen to know when this happens as it gives us an opportunity to put things right and to learn from our mistakes. That way, we can get it right next time.

What is a complaint?

JusB regards a complaint as: *any expression of dissatisfaction about JusB and its services, after a clear explanation of the point at issue has been given.*

How to complain

You can make a complaint to the Project Manager. You can do this by putting your complaint in writing and sending it to JusB, 51 College Rd, Bromley, Kent, BR1 3PU or emailing it to ned@jusb.co.uk

If the complaint is about the Project Manager please write to the Chair of the Trustees instead at the JusB address.

The Project Manager will:

- treat the complaint seriously;
- deal with it quickly, politely and, where appropriate, informally (for example by phone);
- apologise when JusB has got things wrong;
- explain JusB's position or any action JusB takes;
- avoid jargon, use plain and clear language and get the facts right;
- give explanations which are clear and easy to understand;
- give you a contact phone number for enquiries; and
- tell you how to take your complaint further.

After the matter has been settled we may ask you how we can avoid similar problems in the future.

When you can expect a response

We aim to sort out your complaint as soon as possible. We will try to respond to your complaint within five working days.

The complaint process

If it is not possible to meet the five-day time scale we will acknowledge your complaint in writing and tell you why we cannot deal with it immediately and give you a time scale we can meet.

Stage One: The Project Manager on receiving the complaint will ask the appropriate staff member to deal with the complaint. We would normally expect most complaints to be completed at this stage. If the complaint is about the Project Manager, the Chair of the Trustees will deal with your complaint.

Stage Two: If the complaint is not resolved then the Project Manager will deal with the matter. If the Project Manager dealt with the complaint in stage one, then a Trustee will deal with this stage.

Stage Three: If the complaint is not resolved, then the complaint will be considered by the Chair of Trustees. This stage is final.

Review

These procedures shall be the subject of review at any time by JusB and/or the Board of Trustees.

Appendix 1

Sample of postcard and poster used to highlight our complaint procedures



Something not quite right?

Then do please tell us!

How to complain about JusB:

- 1. Write to Tina (the Project Manager) at**
JusB, 51 College Rd, Bromley, Kent, BR1 3PU
- 2. Tell Tina what your complaint is all about.**

What JusB will do to help you:

- 1. Tina will investigate the complaint.**
- 2. A member of staff will get back to you with the outcome.**

If you are still not happy you can:

- 1. Ask for a copy of the complaints policy.**
- 2. Take the complaint to the Chair of Trustees.**

