



## **Bridges Project Complaints Procedure**

Bridges Project aims to provide high quality services to all service users, but we sometimes make mistakes.

If you are unhappy with Bridges Project Services or we have not done something we said we would, please let us know. Problems can arise without our knowledge so we welcome the opportunity to put matters right.

We also like to hear when a service is delivered well. In both cases, we value your opinion!

What to do:

First speak to the staff providing the service you wish to comment or complain about. Most problems can be dealt with quickly by people closest to the situation. If you are unhappy with the response or feel unable to approach these staff directly, then you, another member of staff, or someone else on your behalf can contact the Acting Chief Executive, Emma Scarcliffe who will arrange a suitable time to meet with you.

If you would prefer you can email or write your complaint to the Acting Chief Executive in the first instance email [escarcliffe@bridgesproject.org.uk](mailto:escarcliffe@bridgesproject.org.uk) or write to Bridges Project, Unit 1, Bogpark Road, Musselburgh, EH21 6RT. If you do not wish to take your complaint to the Acting Chief Executive, you can contact the Board of Directors at Bridges Project, Unit 1, Bogpark Road, Musselburgh, EH21 6RT.

Whatever method you choose to make your comments/complaints, the matter will be dealt with in the same way.

What happens next?

On the day your complaint or comment is received, we will acknowledge receipt and let you know that your complaint is being dealt with and give you a date that you can expect a response by. We aim to resolve any complaint within 7 working days. However, some complaints can take a bit longer to investigate and when they do, we will contact you to discuss and agree a new completion date.

All comments and complaints will be recorded by Bridges Project and used as information to improve Bridges Project services.

**Address:**        **Bridges Project**  
                         **Unit 1, Bogpark Road**  
                         **Musselburgh**  
                         **EH21 6RT**

**Phone:**         **0131 665 1621**

**Email:**           **mail@bridgesproject.org.uk**

**March 2020**