

Complaints Policy & Procedure - Bridging Barriers

Last Reviewed: 26/05/2026

Next Review Date: 26/05/2027

1. Purpose

Bridging Barriers is committed to delivering programmes, services, and activities in a professional, respectful, and fair manner.

We value feedback and take complaints seriously. This policy outlines how individuals can raise concerns or complaints and how Bridging Barriers will respond appropriately.

We aim to handle complaints fairly, sensitively, and promptly while promoting learning and continuous improvement.

2. Scope

This policy applies to complaints raised by:

- Young people
- Parents or guardians
- Volunteers
- Mentors
- Employees
- Trustees
- Corporate partners
- Funders
- Event attendees
- Members of the public

info@bridgingbarriers.co.uk

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This policy applies to complaints relating to:

- Programme delivery
- Events and activities
- Behaviour or conduct
- Communication
- Volunteer or staff actions
- Partnerships
- Discrimination or unfair treatment
- Operational concerns

Safeguarding concerns should be handled in line with the Safeguarding Policy and Procedure.

3. Our Commitment

Bridging Barriers is committed to:

- Listening to concerns respectfully
- Taking complaints seriously
- Responding fairly and proportionately
- Maintaining confidentiality where appropriate
- Resolving complaints promptly where possible
- Learning from feedback and concerns
- Promoting a positive and accountable culture

No individual will be treated unfairly for raising a genuine concern in good faith.

4. Informal Resolution

Where appropriate, individuals are encouraged to raise concerns informally first.

Many issues can be resolved quickly through:

- Clarification

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- Discussion
- Feedback
- Apology or explanation

Informal concerns can be raised via:
info@bridgingbarriers.co.uk

5. Formal Complaints Process

If a concern cannot be resolved informally, a formal complaint may be submitted.

Formal complaints should include:

- Name and contact details
- Summary of the complaint
- Relevant dates or individuals involved
- Any supporting information where relevant

Complaints should be submitted via:
info@bridgingbarriers.co.uk

Bridging Barriers aims to:

- Acknowledge complaints within 5 working days
- Review complaints fairly and appropriately
- Provide an outcome or update within a reasonable timeframe

Timeframes may vary depending on the nature and complexity of the complaint.

6. Handling Complaints

Complaints will be reviewed by an appropriate member of leadership or governance depending on the nature of the concern.

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Bridging Barriers may:

- Request additional information
- Speak with relevant individuals
- Review records or communications
- Take appropriate action where necessary

Possible outcomes may include:

- Clarification or explanation
 - Informal resolution
 - Apology
 - Mediation or discussion
 - Policy or process improvements
 - Appropriate disciplinary or safeguarding action where required
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7. Confidentiality

Complaints will be handled sensitively and confidentially where possible.

Information will only be shared on a need-to-know basis and in line with safeguarding and legal responsibilities.

Confidentiality cannot be guaranteed where:

- Somebody may be at risk of harm
 - A safeguarding concern arises
 - Legal obligations require disclosure
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8. Malicious or Vexatious Complaints

Bridging Barriers recognises that complaints should be raised in good faith.

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Where complaints are found to be deliberately false, malicious, abusive, or intended to cause harm, appropriate action may be taken.

9. Learning & Improvement

Bridging Barriers values feedback as an opportunity to improve.

Themes or patterns identified through complaints may be used to:

- Improve programme delivery
 - Strengthen policies and procedures
 - Improve communication and operations
 - Reduce future risks or issues
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10. Monitoring & Review

This policy will be reviewed annually or sooner where required due to:

- Organisational changes
- Complaints trends or incidents
- Legislative or best practice updates

Bridging Barriers is committed to maintaining a fair, transparent, and responsive complaints process.



Approval & Sign-Off

Approved and signed by:

Kevin Osei BEM
Founder & CEO
Bridging Barriers

Signature: _____

Date: 26/05/2026

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