

## **BRO MÔN COMPLAINTS PROCEDURE**

Bro Môn aims to provide high quality services which meet your needs. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with Bro Môn please tell us.

### **Verbal Complaint**

- If you are unhappy about any of the services offered by Bro Môn, please speak to the relevant Director.
- If you continue to feel unhappy, or you are not satisfied with the response from the relevant Director, please speak to the Chair
- If the matter is more complicated, we will give you an initial response within five working days.

### **Making a written complaint**

If you are not satisfied with our response to your verbal complaint or wish to raise the matter formally, please write to the Company Secretary (If your complaint is about the Secretary, please write to the Vice Chair)

- All written complaints will be logged.
- You will receive a written acknowledgement within three working days.
- Your complaint will be investigated properly, and we will reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Directors, who will decide on any further steps to resolve the situation.