



**Brent Centre  
for Young People**  
healthy minds, brighter futures.

# Complaints Policy & Procedure

**Last reviewed:** March 2025

**Next review:** March 2027

## 1. Introduction

The Brent Centre for Young People (BCYP) is committed to providing high-quality care to all service users. However, we understand that, at times, things may not go as expected. We welcome feedback from young people, their families/carers, and our partner organisations to help us improve our services. This Complaints Policy and Procedure outlines the process for making and handling complaints within BCYP, ensuring that concerns are addressed promptly, fairly, and with transparency.

## 2. Purpose

The purpose of this policy is to:

- Ensure service users, their families, and carers and partner organisations are aware of how to make a complaint.
- Provide clear guidelines on how complaints will be handled.
- Promote a culture of continuous improvement and accountability.
- Safeguard the rights of service users while addressing their concerns.

## 3. Scope

This policy applies to:

- All service users receiving mental health care from BCYP
- Parents, carers, or guardians acting on behalf of a service user.
- Any individual or organisation wishing to raise concerns related to the service.

## 4. What is a Complaint?

A complaint is defined as any expression of dissatisfaction with the service, the care provided, or the treatment received, which requires resolution.

Complaints may relate to:

- The quality of care or treatment.
- The behaviour of staff.
- Communication issues.
- Waiting times or access to services.
- The physical environment of the service.
- Any other aspect of service provision.

## 5. How to Make a Complaint

Complaints can be made in the following ways:

1. **In writing** – Send an email or letter to the Jameel Ukaye, Administration & Finance Manager and designated Complaints Manager at [complaints@brentcentre.org.uk](mailto:complaints@brentcentre.org.uk)
2. **In person** – Speak to a member of the team or to our designated complaints officer. If you prefer, an advocate or family member can make the complaint on your behalf.
3. **By telephone** – Call 0207 3280918 and request to speak with the Complaints Manager or a designated complaints officer.

We encourage young people and their families to raise their concerns as soon as they arise to enable us to address them promptly.

## **6. Confidentiality**

All complaints will be treated with the utmost confidentiality. Only those involved in resolving the complaint will have access to the details. However, if a complaint involves serious allegations of harm, safeguarding procedures may be triggered, which could require wider sharing of information.

## **7. Complaints Procedure**

### **Step 1: Acknowledging the Complaint**

- Complaints will be acknowledged within **3 working days** of receipt.
- The service user or complainant will receive a written confirmation that their complaint is being investigated, along with an estimated timeframe for resolution.

### **Step 2: Investigation**

- We will carry out a thorough objective investigation of the complaint, including reviewing relevant documents, interviewing staff involved, and gathering any other necessary information.
- We aim to complete investigations within **10 working days**, but this may extend to **20 working days** if the issue is complex. In exceptional circumstances this may take longer, the reason for this will be communicated to you.

### **Step 3: Response**

- Once the investigation is complete, we will provide a response to the complainant in writing. This response will include:
  - A summary of the investigation process.
  - The outcome of the investigation.
  - Any actions taken or planned as a result of the complaint.
  - Details of any further steps the complainant can take if they remain dissatisfied.
- If the investigation takes longer than expected, the complainant will be kept informed of progress and given updated timeframes.

### **Step 4: Review and Resolution**

- If the complainant is satisfied with the outcome, the complaint will be considered resolved, and the case will be closed.
- If the complainant is not satisfied, they may request a further review. This will involve a senior manager or CEO depending on the circumstances.

## **8. Feedback and Improvement**

We value all complaints and see them as opportunities to improve our services. After each complaint, we will:

- Analyse the feedback to identify areas for improvement.
- Take action to address any issues raised and prevent them from reoccurring.
- Regularly review complaints to ensure our services are evolving in line with feedback.

## 9. Timescales for Resolving Complaints

We aim to resolve all complaints as quickly as possible. The following timelines are standard:

- **Acknowledgement:** Within 3 working days.
- **Investigation and Response:** Within 10 working days (complex cases may extend to 20 working days or more).
- **Further Review (if necessary):** Dependent on the case, but we aim to conclude any review within 30 working days.

## 10. Escalation Process

If you are unhappy with the way your complaint has been handled, or if you feel that it has not been resolved satisfactorily, you can escalate it to the following:

**Chief Executive Officer (CEO):** CEO will review the complaint and handling of it and organise a meeting with the complainant to discuss their dissatisfaction. Following the meeting, a written response will be made by the Chief Executive, within 5 working days which will contain:

- A summary of the original complaint
- A summary of the decisions recorded at stage 1 of the complaint
- The decision of the Chief Executive
- Further course of action available to the complainant

**Board of Trustees:** Trustees will meet within 25 working days of the complaint being escalated. Following the meeting, a written response will be made by the Chair of Trustees or his/her deputy, within 3 working days which will contain:

- A summary of the original complaint
- A summary of the decisions recorded at stage 1 of the complaint
- A summary of the decisions recorded at stage 2 of the complaint
- The decision of the Trustees

**The Trustees' decision is final.**

### 10.1 Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not have the Chair as the person leading a review.

In the case of a complaint against the Chief Executive, the complainant must approach the Chair of the Board of Trustees.

## **11. Variation in Complaints**

- **Unacceptable or Vexatious Complaints**

Occasionally, persons for whom the Centre has a responsibility, and members of the public may complain about the quality of service given, when it is clear from the investigation carried out that there are no grounds for complaint. The complainant may in fact dislike or object to an employee providing a service on the grounds of their personality or ethnicity, age, sex, sexual orientation etc. Where this is established, it will be the responsibility of the appropriate manager to take any action, bearing in mind the Centre's Equal Opportunities Policy, and other related documents.

- **Anonymous Complaints**

It is possible that anonymous complaints will be made against the organisation from time to time. In such cases, although it may be difficult to identify the complainant, the nature of the complaint will be considered and referred to the appropriate manager for a decision to be taken on whether the complaint should be investigated.

- **Complaints Against Policy/Procedure**

There are likely to be complaints that criticise Brent Centre for Young People's policies/procedures; such complaints will not be treated as complaints against individuals but dealt with by the appropriate manager.

- **Constructive Complaints**

Some complaints may just be a suggestion of how the Centre can improve its services. They will be acknowledged and welcomed.

## **12. The Employee and Employee Representation**

Employees who are the subject of a complaint, are likely to feel vulnerable and isolated. At any stage of the procedure an employee will be given support by the Centre, and if they wish, may be accompanied by another person of their choice.

## **13. Monitoring and Reporting**

All complaints will be logged and monitored by the Complaints Manager and CEO to ensure that any recurring issues are addressed, and improvements are made.

## **14. Contact Information**

For more information or assistance with making a complaint, please contact:

**Jameel Ukaye, Administration & Finance Manager (and Complaints Manager)**

Brent Centre for Young People, 51 Winchester Avenue, London, NW6 7TT

Tel: 0207 3280918

Email: [complaints@brentcentre.org.uk](mailto:complaints@brentcentre.org.uk)