Bond and Behave CIC – Complaints Procedure

Effective Date: 09/08/2025
Last Reviewed: 09/08/2026
Next Review Date: 09/08/2027

Policy Statement

Bond and Behave CIC is committed to providing high-quality services and ensuring clients and the public are treated with respect, fairness, and professionalism. We recognise that, on occasion, there may be concerns or complaints. This procedure outlines how complaints can be raised, investigated, and resolved fairly and promptly.

Purpose

To provide a clear, fair process for making and resolving complaints.

To ensure complaints are handled professionally and without bias.

To use complaints as opportunities for learning and improving our services.

Making a Complaint

Complaints should be made as soon as possible after the issue occurs.

Complaints can be submitted in writing, by email, or verbally.

Contact details for submitting a complaint:

Email: clientrelations@bondandbehave.com

Phone: 07928 965 056

Complaint Process

Step 1 – Acknowledgement

Complaints will be acknowledged within 5 working days of receipt.

Step 2 – Investigation

The complaint will be reviewed by the Board of Directors, Advisory Panel or a designated staff member.

All relevant information will be gathered, including speaking to any staff or witnesses involved.

Step 3 – Response

A written response will be provided within 15 working days of acknowledgement, outlining findings and any action to be taken.

If the investigation requires more time, the complainant will be informed and given an updated timeline.

Step 4 – Resolution

Where appropriate, an apology or remedial action will be offered.

Feedback from the complaint will be used to improve future services.

Escalation

If the complainant is not satisfied with the outcome, they may request a review of the decision. This will be conducted by a senior staff member or an independent third party if possible.

Confidentiality

All complaints will be handled sensitively and in confidence.

Information will only be shared with those directly involved in the investigation and Board Members.

Review

This procedure will be reviewed annually or following any significant complaint to ensure it remains effective.

Signed: V.McKenzie

Name: Victoria Mckenzie
Position: Director of Bond and Behave CIC
Date: 09/08/2026 .