



Bold Vision Complaints Procedure

31.10.11

All users of Bold Vision activities, venues and projects (including but not limited to the Hill Station, New Cross People's Library, Common Growth community garden, MacMillan House community garden) have the right to complain to Bold Vision if they are dissatisfied with any aspect of their interaction, whether this is with a project or event, a group or an individual.

Step 1: Informal Complaint

How do I complain?

To give us your feedback or register a complaint with Bold Vision, in the first instance you should speak directly to the manager of the service about which you are complaining by asking for them, or ask for their contact details.

What happens next?

As a team we will always aim to respond to your complaint within 7 days of receiving it – remember to give us your contact details when you complain so we can get back in touch. As this is the informal stage no records will be kept if the matter is resolved.

What if I'm not happy with the response I get?

You can choose to use our formal complaints procedure if you are not satisfied with the response you were given after your informal complaint, or if you feel your complaint is very serious.

Step 2: Formal Complaint

How do I submit a formal complaint?

Download the Formal Complaints form (below) and submit it as instructed.

What happens next?

Your complaint will be investigated, evidence gathered and those involved may be asked to provide evidence, although no formal hearings will be held.

You will receive a written response with 15 days.

This response will cover all the findings of the investigation, any mitigating circumstances and any appropriate further action. If your complaint is upheld it will detail any further action which is being taken including disciplinary proceedings if appropriate.

If your complaint is not upheld you will be informed that you have the right to raise the complaint with the Charities Commission.

This complaints procedure was updated in November 2011 and is reviewed annually along with all the other BV policies. Complaints addressed to any one Director will be shared with all the Directors and a response will come from the Directors as a group.

Bold Vision

Formal Complaint

To submit a formal complaint please complete all fields and

- email the form to boldvisionmail@googlemail.com,
- send it to our registered address: Bold Vision, 39 Wickham Rd, London SE4 1LT
- or hand in an addressed copy to a Bold Vision director (Catherine Shovlin, John Knepler or Stephen Carrick-Davies).

Date formal complaint submitted (must be within 10 days of the incident) _____

If this date is more than 10 days after the date of the incident please provide details of any mitigating circumstances which caused the late submission of this form:

About you

Name:

Address:

Email:

Phone:

Your complaint

Date of incident:

Project/event involved (if relevant):

Please describe your complaint as fully and clearly as you can (continue on additional sheet if necessary and attach any relevant evidence to this form):

Have you raised this complaint informally with Bold Vision or via website? YES / NO

If yes, please provide details of

- The person who dealt with your informal complaint _____
- The date the informal complaint was submitted: _____
- The outcome of the informal complaint: _____

What happens next?

Your formal complaint will be investigated, evidence gathered and those involved may be asked to provide evidence, although no formal hearings will be held. You will receive a written response within 15 days, which will cover all the findings of the investigation, any mitigating circumstances and any appropriate further action.