Brentford Community Boat House

Feedback and Complaints Policy

Author/ Reviewer Responsible	Patrick Unwin - Trustee
Authorised date	April, 2026
Date of Last Review	April 26
Date of next Planned Policy Review	April 2027 or sooner if Required

Brentford Community Boat House Ltd - A Company Limited by Guarantee.
Registered Address: Lots Ait, 41 High Street, Brentford. TW8 0BB.
Registered in England: 14928763
Charity Commission: 1208854

Table of Contents

1. Introduction 3

2. Scope 3

3. Guiding Principles 3

4. Giving Feedback 4

5. Making a Complaint 4

6. How We Handle Complaints 4

7. Vexatious Complaints 5

8. Recording and Monitoring 5

9. External Complaints 5

10. Contact Details 5

1. Introduction

Brentford Community Boat House (BCBH) is committed to delivering high-quality services that are inclusive, safe, and positive for everyone involved.

We value all feedback—whether positive or critical—as it helps us to learn, improve, and grow.

This policy outlines how individuals can provide feedback or raise a complaint, and how BCBH will respond.

For a more in depth description into how BCBH manages Complaints & it Disciplinary procedures please refer to the Complaints and Disciplinary Procedure document.

2. Scope

This policy covers feedback and complaints from:

- Participants and their families
- Volunteers and staff
- Partner organisations
- Members of the public

Complaints relating to safeguarding concerns will be managed under our Safeguarding Policy.

3. Guiding Principles

- We welcome feedback and see complaints as an opportunity to improve.
- We treat all concerns seriously and fairly.
- We aim to resolve issues promptly and respectfully.
- We maintain confidentiality as far as possible.
- We ensure no one is treated unfairly for raising a complaint.

4. Giving Feedback

We welcome suggestions and comments on any aspect of our work. Feedback can be given:

- Verbally to a staff member, volunteer, or trustee
- Via our Feedback form on the following link, Feedback Form
- In writing to: **Chair of Trustees**
  Brentford Community Boathouse,
  Lots Ait,
  41 High Street,
  Brentford,
  TW8 0AT

5. Making a Complaint

If you are dissatisfied with any aspect of our provision, please raise it with a member of staff or a trustee as soon as possible. We encourage informal resolution where appropriate.

If the issue cannot be resolved informally, please submit your complaint in writing, providing:

- Your name and contact details
- A clear description of the issue
- What outcome you would like to see

Complaints should be sent to the Chair of Trustees (or another nominated trustee if the complaint involves the Chair).

6. How We Handle Complaints

- **Acknowledgement**: We will acknowledge your complaint within 5 working days.
- **Investigation**: A trustee or senior staff member not involved in the issue will investigate.
- **Response**: You will receive a written response within 20 working days. If the investigation takes longer, we will update you.
- **Appeal**: If you are not satisfied, you may request a review by the full Board of Trustees. Their decision is final.

7. Vexatious Complaints

We are committed to treating all complaints fairly. However, if a complaint becomes persistent or unreasonable, we may apply our Vexatious Complaints Policy to protect our team and ensure that our time and resources are used effectively. This policy outlines the steps we may take if a complaint is considered to be vexatious or abusive.

8. Recording and Monitoring

All formal complaints and their outcomes will be recorded. The Board of Trustees will review complaints annually to identify any patterns or areas for improvement.

9. External Complaints

If you remain dissatisfied, you may contact the Charity Commission or another relevant body. Information is available at https://www.gov.uk/complain-about-charity

10. Contact Details

Chair of Trustees: Mark Bracken – mark.b@bcbh.org.uk	**Welfare Officer:** Alan Kunna, cwo@bcbh.org.uk
BCBH Trustees: Mark Bracken – mark.b@bcbh.org.uk Paul Evans – paul.e@bcbh.org.uk Patrick Unwin – Patrick.u@bcbh.org.uk	**BCBH Admin Team** admin@bcbh.org.uk