

The Bryson Charitable Group is dedicated to providing a quality service. We are committed to continuous improvement and see complaints as an opportunity to identify what has went wrong, so that we can take action to make things better.

Bryson's values of Respect, Empowerment, Collaboration, Innovation and Excellence have a strong influence on what we do and how we do it. Therefore we are committed to:



Listening to your complaint and treating you with respect and courtesy.



Dealing with your complaint quickly and fairly through a clear and simple process.



Always keeping you informed from the beginning to the end of the process.



Maintaining a high degree of confidentiality.



Reviewing complaints and making improvements where necessary.

## Contact Information



### Bryson Care

Gortfoyle House  
104 -108 Spencer Road  
Derry – Londonderry, BT47 6AG  
028 7131 3512  
info@brysoncarewest.org  
[www.brysongroup.org](http://www.brysongroup.org)

### If you require an advocate or someone to help you make a complaint please contact:

Age NI  
3 Lower Cresent,  
Belfast, BT7 1NR  
Freephone 0808 808 7575

Disability Action  
58 Strand Road,  
Derry, Co. Londonderry, BT48 7AJ  
Telephone 028 7136 0811  
Email: derry@disabilityaction.org

## Complaint Information



Help us to put things Right



# IF YOU HAVE A PROBLEM WITH ANY OF OUR SERVICES LET US KNOW

We want our services to be excellent but we know things can go wrong. If they do we want you to tell us.

Most problems can be resolved straight away simply by talking to a member of staff or Manager of the service about what concerns you before it develops into a bigger issue.

But if you remain unhappy and things are still not the way you expect please get in touch.



## WHAT IS A COMPLAINT?

A complaint is when you are not satisfied with a service. This may be in relation to the standard of service provided by Bryson, the behaviour of our staff in delivering that service, or any action or lack of action by our staff or others who carry out Bryson's work.

## HOW CAN I MAKE A COMPLAINT?

A complaint can be made by you or someone on your behalf such as a relative and it can be communicated in a number of ways by:

- Talking directly to frontline staff or the Manager of the service either in person or by telephone (whichever is appropriate).
- In writing or alternatively by email. Please find contact information on the back of the leaflet or use the contact information provided to you when the service started.

## WHAT TO EXPECT WHEN YOU MAKE A COMPLAINT?

You can expect to be listened to and to be treated with courtesy, respect and fairness at all times.

## BRYSON'S 2 STEP PROCESS

We will deal with complaints within a simple 2 step process.

At each step please provide us with as much detail as possible about what went wrong, when and where it happened.

**STEP 1:** We will try and resolve your complaint straight away or as quickly as possible. However, if this is not possible we will take no longer than 10 working days. The complaint will be handled by a Responsible Manager (i.e. Line Manager or Senior Manager) and this will be proportionate to the nature and seriousness of the issues raised.

**STEP 2:** If you remain unhappy an appeal can be made to the Director of the service, who will review the complaint and respond within 15 working days.

If there is going to be a delay we will keep you informed of progress and will provide you with a realistic timescale for resolution.

## IF YOU ARE STILL DISSATISFIED?

If having followed the two internal steps of the complaints procedure and you are still dissatisfied, you may refer your complaint to the Regulation and Quality Improvement Authority. You can write to them at:

Regulation and Quality Improvement Authority  
9th Floor Riverside Tower,  
5 Lanyon Place,  
Belfast, BT1 3BT  
Tel: 028 9051 7500  
Email: [info@rqia.org.uk](mailto:info@rqia.org.uk)

The NI Public Services Ombudsman will deal with any complaints related to public services that Bryson delivers. You can write to them at:

NI Public Services Ombudsman  
Progressive House  
33 Wellington Place,  
Belfast, BT1 6HN

Or Freepost NIPSO  
Freephone 0800 343424  
Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

