

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.

Bryson Group – building better futures through our values
Respect Empowering Collaboration Innovation Excellence

Contact Information

Please use the central contact details below for each Group Company if you want to make a complaint. Alternatively, ring our central reception on 028 9032 5835.



Bryson Care

28 Bedford Street,
Belfast, BT2 7FE
(028) 9032 5835
info@brysongroup.org



Bryson Energy

Unit 1 River's Edge,
13-15 Ravenhill Road,
Belfast, BT6 8DN
(028) 9045 5008
info@brysonenergy.org



Bryson FutureSkills

275 Antrim Road,
Belfast, BT15 2GZ
(028) 9074 5408
info@brysonfutureskills.org



Bryson Intercultural

28 Bedford Street,
Belfast, BT2 7FE
(028) 9032 5835
info@brysonintercultural.org



Bryson LaganSports

Unit 1 River's Edge
13-15 Ravenhill Road,
Belfast, BT6 8DN
(028) 9046 1711
info@brysonlagansports.org



Bryson Recycling

Central Park, Belfast Road,
Newtownabbey, BT36 4FS
(028) 9084 8494
info@brysonrecycling.org

www.brysongroup.org

Complaint Information



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 to the appropriate service. Please find contact details for all our Group Companies on the back of the leaflet.

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 an appropriate member of staff (i.e. frontline staff member, Line Manager or Senior Manager) and this will be proportionate to the nature and seriousness of the issues raised and also the type of service the complaint relates to.

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 NI Public Services Ombudsman. The 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

