



# Bright Young Things

## BYT Complaints Procedure

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### BYT Centres Ltd [09591961] – Complaints Procedure

BYT Centres Ltd aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

#### Step 1:

#### **If you are not happy with BYT Centres Ltd please tell us**

If you are unhappy about any BYT Centre's services, please ask to speak to the centre manager (Centre Director). They can usually be contacted at their centre's email address; these can be found on our website.

If you are unhappy with an individual in BYT Centres Ltd sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then try to speak to the Centre Director.

Often we will be able to give you a response straight away. When the matter is more complicated

we will give you at least an initial response within five working days.

## **Step 2:**

### **Making a written complaint**

If you are not satisfied with our response, please write to our Directors. They can be contacted via [info@brightyoungthings.co.uk](mailto:info@brightyoungthings.co.uk)

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

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**If after we have responded you are not satisfied, please write to the Directors who will report the matter to the next meeting of the board, which will decide on any further steps to resolve the situation.**

Finally, please also let us know if you are happy with BYT Centre's services, positive feedback is also extremely valuable!