

**If we got it wrong...  
Help us put it right!**

### **Contact Details**

Bryson Charitable Group  
28 Bedford Street  
Belfast BT2 7FE

**t:** 028 9032 5835

**e:** [info@brysongroup.org](mailto:info@brysongroup.org)

**w:** [www.brysongroup.org](http://www.brysongroup.org)



**[[ Complaints Information ]]**



INVESTOR IN PEOPLE



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



**What if you feel that the problem was not resolved? .....**

### **Step 2**

If you are not happy with our response you can put your concerns in writing to the Senior Manager of the service.

When you write to us we will need to know:

- Your name, address and telephone number.
- Information about what went wrong and when and where it happened.

The Senior Manager will reply to you as soon as possible, no later than 15 working days after your complaint is received.

### **Step 3**

If you are still not happy with our explanation, please contact the Senior Manager of the service who will explain how to make an appeal to the Director.

Most problems can be resolved straightaway simply by talking to the Manager of the service about what concerns you, so if you have a complaint:

**Here's what to do.....**

### **Step 1**

- Telephone the Manager of the service using the number given to you when the service started; or
- Call in person at the service office and speak to the Manager about your concerns.

The Manager will look into your problem right away. We will always try to sort things out quickly, but if this is not possible, we will take no longer than 10 working days to get back to you.

If you are not sure who to contact you can get in touch with the Bryson Charitable Group Headquarters using the details on the back of this leaflet.

