



## Feedback and Complaints Statement

### Feedback

We are committed to providing a high quality and efficient service to our participants and are continually seeking to adapt and improve our delivery to better meet their needs.

We actively welcome feedback, good or bad, from participants, carers, family members, referrers and other stakeholders on the quality of the service we are providing – please tell us what you think.

Feedback can be submitted through our partner Key Workers or to the programme lead team via any of the contact routes shown below.

### Complaints

If you are dissatisfied with the service we are providing, please let us know so that we can try to resolve the issue as quickly as possible.

If you are a participant, in the first instance please contact your Key Worker to explain your concerns and give them the opportunity to resolve matters informally.

If the issue cannot be resolved informally, then your concerns should be raised through the complaints procedure of the partner organisation that is supporting you – your key worker can explain how to access this.

If you remain dissatisfied with the response, or your complaint relates to the wider Building Bridges programme, then please contact the programme lead team via any of the contact routes shown below and we will try to resolve the issue.

The Building Bridges programme also has Whistleblowing and Anti-Fraud Policies in place and the details of these can be found via our website ([www.buildingbridgessw.org.uk](http://www.buildingbridgessw.org.uk)) or the programme lead team.

### Contacting the Programme Lead Team

The Building Bridges programme lead team can be contacted by the following routes:



## Contact Us



Call Us

**01380 732821**



Email Us

**hello@buildingbridgessw.org.uk**



Write to Us

**Building Bridges Programme  
C/O Community First  
Unit C2, Beacon Business Centre  
Hopton Park  
Devizes, SN10 2EY**