Building Bridges Programme Feedback and Complaints Statement

Feedback

The partner organisations involved in the delivery of the Building Bridges Programme 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 staff or to the programme teams 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 Employment & Education Mentor 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 Employment & Education Mentor 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 teams via any of the contact routes shown below and we will try to resolve the issue through the Community First Complaints Policy and Procedure for Users.

Contacting the Programme Team

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

Call Us:	01380 732821
Email Us:	buildingbridges@communityfirst.org.uk
Write to Us:	Building Bridges Programme Team C/O Community First, Unit C2, Beacon Business Centre, Hopton Park, Devizes, Wiltshire, SN10 2EY

Issued by:

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Position: Head of Employability Programmes
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