Complaints Procedure

Approved by Trustees: 8th January 2025

Next review date: January 2028

We at Hope's Place pride ourselves in the high standard of the interventions we deliver and the professionalism of our facilitators. If, however, you have any concerns at any point please do discuss them as soon as they arise, with the facilitator in the first instance.

In the unlikely event you are not able to resolve the matter directly, please contact (preferably by email) the facilitator's line manager, a Hope's Place Trustee, to discuss your concerns.

If it is not possible for the matter to be resolved satisfactorily between the line manager, facilitator and yourself then the complaint will be passed on, to be reviewed by one or more members of the trustee board.

Any such complaints will be heard within 20 working days of the relevant school term time in Bristol. Subsequent action will be dealt with as soon as is possible and practicable.

Approved by trustees and minuted at their meeting on 8th January 2025.

Hope's Place is committed to safeguarding, child protection and promoting the wellbeing of all children, young people and members of the Hope's Place community.