



COMPLAINTS POLICY

Here at Blue Dragon, we appreciate it when people take the time to raise a concern or complaint with us.

If you have a complaint, we will do our best to address it and to learn from it.

How to make a complaint

If your complaint is of a general nature about our work, you can email **complaint@bdcf.org**.

If you have a Child Safeguarding concern, please email **childprotection@bdcf.org**. This is specifically to raise a concern about the conduct of a person associated with Blue Dragon, such as a staff member, volunteer or board member. Please refer to our Child Safeguarding Policy to see in detail how we will respond to your concern. (You can find it on our website - scroll to the bottom of the front page).

When you raise a concern or make a complaint, please be as specific as possible so that we can address it.

You are welcome to make your complaint anonymously, but please be aware that it may limit our ability to respond.

If you do NOT wish for us to reply to you or to contact you, please tell us so in your email.

It is important your complaint:

- Is specific, giving names, dates and locations if possible;
- Explains what you would like us to do to resolve your complaint.

What we will do with your complaint

Please note that the following information does not relate to Child Safeguarding concerns. Information about how we respond to these can be found in our Child Safeguarding Policy, on the website.

When you make a complaint, we will respond within 2 working days of receiving your email. We will confirm that we have received your message and let you know the next steps that we will take, unless you have asked us to not respond to you.

As a charity with limited resources, Blue Dragon must ensure that the time and resources used to address a complaint is in proportion to the circumstances and nature of the complaint. We will take action when it is warranted and will always take constructive, authentic feedback on board. In some cases, proportionate handling will mean you receive no more than an acknowledgment that the complaint has been received.

We will decide on a course of action to investigate your complaint within 5 working days and communicate this with you, including the length of time that we expect to take. Most complaints will be resolved within 30 days, but some may take longer.

When we investigate your complaint, we will apply the principle of procedural fairness and will not assume guilt or innocence. We will keep all details confidential, but may of course need to involve staff and other personnel in order to resolve your complaint. Information will only be shared on a 'need to know' basis.

We will document the process that we follow to investigate your complaint and keep this on file for 5 years.

We will share with you the outcome of our investigation, if possible and warranted. Please be aware that we will not be able to share any information that could be considered confidential. Just as we will protect your privacy, we might also need to protect the privacy of the person you have complained about.