

GBNI Complaints Procedure for Parents



At Girls' Brigade (GB), we take complaints very seriously. We have the best interests of all our girls and their families at the centre of all we do. In this regard, we encourage anyone with a concern to speak to us as soon as possible. If concerns are dealt with at an early stage, then they are more likely to be resolved and there is no unnecessary dissatisfaction.

Stage One

Write to the Captain

Stage Two

Write to the Chaplain

Time Limit

Please contact the GB company as soon as possible, unless there are exceptional circumstances, complaints will normally be considered within one month of origin of the complaint to the GB.

Stage One

When making a complaint, contact the GB Captain who will arrange for the complaint to be investigated. The GB company requires complaints to be made in writing, where this may present difficulties; please contact the GB Captain, who will make reasonable arrangements to support you with this process.

Please provide as much information as possible including;

- Name and contact details;
- What the complaint is about;
- What has already been done to try to resolve it; and
- What you would like the GB company to do to resolve the complaint.

The complaint will typically be acknowledged within five working days of receipt of the complaint. A response is usually issued within 20 working days from receipt of the complaint. This response will be issued in writing by the GB Captain and will indicate with reasons whether the complaint has been upheld, partially upheld or not upheld.

These timeframes may need to be reviewed if complaints are ongoing during GB holiday periods.

If you remain unhappy with the outcome at stage one, the complaint may be progressed to stage two

which is overseen by the GB Chaplain.

Stage Two

If the complaint is unresolved after stage one, write to the Chaplain of the GB company (care of the church and marked 'private and confidential'). Where this may present difficulties; please contact the allocated church committee member who will make reasonable arrangements to support the complainant with this process. The GB Chaplain will convene a committee to review the complaint. Please provide as much detail as possible as indicated overleaf.

Girls' Brigade NI Headquarters

If following stage two you remain dissatisfied with the outcome of your complaint, you can refer the matter to the National Secretary at Girls' Brigade NI Headquarters.

You have the right to complain to the National Secretary if you feel that you have been treated unfairly or have received a poor service from a GB company and your complaint has not been resolved to your satisfaction.

A complaint should normally be referred to GBNI within one month of the final response from the GB company. The GB company must advise in its concluding letter that the complaint may be referred to GBNI if you remain dissatisfied.

Contact details for Girls' Brigade Northern Ireland are:

GBNI, C2 Kilbegs Business Park, Fergusons Way, Antrim, BT41 4LZ.

Telephone: 028 9454 8054

Email: info@gbni.co.uk

Website: www.gbni.co.uk

Please note, that this is a summary of the full GBNI Complaints Procedure that is available from your GB Captain.