



COMPLAINTS PROCEDURE FOR GIRLS' BRIGADE NORTHERN IRELAND

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

When making a complaint, contact the GB Captain who will arrange for the complaint to be investigated. *If the complaint is about the Captain, proceed to Stage Two.*

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. It will be acknowledged and a response will be issued in writing by the Captain and will indicate with reasons whether the complaint has been upheld, partially upheld or not upheld.

NB: If the complaint is concerning the GB Company Captain then proceed directly to Stage Two of the Complaints Procedure.

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 Church Designated Officer who will make reasonable arrangements to support the complainant with this process. The Chaplain will convene a committee to review the complaint. Please provide as much detail as possible as indicated above.

Time Limit

Please contact the GB company as soon as possible, unless there are exceptional circumstances, complaints will normally only be considered within 6 months of origin of the complaint to the GB.

Girls' Brigade 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 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.

A complaint should normally be referred to GBNI within six months 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 GBNI are:

Girls' Brigade Northern Ireland, C2 Kilbegs Business Park, Fergusons Way, Antrim, BT41 4LZ.

Telephone: 028 9454 8054

Email: info@gbni.co.uk

Website: www.gbni.co.uk