

# **BWB The Collective CIC**

## **Complaints Policy & Procedure (UK CIC)**

### **Our commitment**

BWB The Collective CIC is committed to providing a safe, inclusive and high-quality service to our community. If something has gone wrong, we want to know so we can put it right and continually improve.

### **How to make a complaint**

You can make a complaint in any of the following ways:

- Email: [info@bwbthecollective.co.uk](mailto:info@bwbthecollective.co.uk)
- In writing: BWB The Collective CIC, King Street, Whetstone LE8 6LS
- Verbally: to any staff member or director, we will record it for you

We encourage complaints to be made as soon as possible so we can respond quickly and fairly.

If you need support to make your complaint (for example, due to disability, language, trauma response, or neurodivergence), we will provide reasonable adjustments such as help completing forms, alternative formats, or arranging a phone or video call.

### **Safeguarding**

If your complaint relates to the safety or wellbeing of a child or vulnerable adult, please make this clear.

Safeguarding concerns are handled immediately by our Designated Safeguarding Lead and follow our separate Safeguarding Policy.

### **What we cannot investigate**

We cannot investigate complaints about:

- external organisations or practitioners who hire our rooms but are not contracted by BWB The Collective CIC
- services or events delivered independently by room hirers

- matters relating to organisations, individuals, or services outside our direct control
- issues that fall outside the services delivered by our CIC team.

Where appropriate, we will signpost you to the correct organisation or practitioner.

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## What happens next

### 1. Acknowledgement (within 5 working days)

We will acknowledge your complaint in writing within five working days and confirm that we have received it.

### 2. Investigation (within 14–21 working days)

A Director will:

- review all information,
- speak to staff involved (if applicable),
- gather any relevant details needed to understand the issue.

### 3. Response

Once the investigation is complete, we will send you a written response outlining:

- what we found,
- any actions we are taking,
- steps we will put in place to prevent future issues.

If helpful, we may offer a meeting to discuss the outcome.

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## If you are still unhappy

If you feel the complaint has not been resolved, you can request a review by a different Director who was not involved in the original investigation.

We will provide a final written response within 14 working days of your request.

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### **If you remain dissatisfied**

For serious concerns relating to mismanagement, governance, or the CIC not operating in the community interest, you may contact:

#### **The Office of the Regulator of Community Interest Companies**

Room 3.68, 3rd Floor

33 Kingsway

London

WC2B 6HR

Email: [cicregulator@companieshouse.gov.uk](mailto:cicregulator@companieshouse.gov.uk)

Please only contact the Regulator if you believe the issue relates to the governance of the CIC, not individual disagreements or service concerns.

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### **Review of this policy**

This policy is reviewed annually by all Directors.

Last reviewed: 24/11/2025

Signed: B dAraujo

Senior Director – Bianca d'Araujo