



Help us become a stronger organisation

Brighter Communities Worldwide Complaints Policy

June 2022

Our Commitment to You

Brighter Communities Worldwide is committed to ensuring that all our communications and dealings with our members, the general public, our supporters and all who engage with us are of the highest possible standard. We listen and respond to your views so that we can continue to improve. We welcome both positive and negative feedback. Therefore we aim to ensure that:

- it is as easy as possible to make a complaint, where the need arises;
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- we treat every complaint seriously, whether made by telephone, letter, email or in person;
- we deal with any complaint quickly and politely;
- we respond accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken, etc;
- we learn from complaints, use them to improve, and monitor them at Board level.

What to do if you have a Complaint?

If you do have a complaint about any aspect of our work, you can contact Brighter Communities Worldwide in writing, by email or by telephone.

In the first instance, your complaint will be dealt with by our Office Manager. Please let us know how you would like us to respond, with relevant contact details. Contact details are:

Ireland Rose Hennessy Brighter Communities Worldwide, Lower ground floor 2 Westbourne Place Cobh Co. Cork Email: admin@brightercommunities.org Telephone : 021 4813735	Kenya Damaris Chepkemboi Brighter Communities Worldwide PO Box 335 Londiani 20203 Kenya Email: office@brightercommunities.org Telephone: +254 701454950
--	---



What Happens Next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve it with 21 days. If this is not possible, we will explain why and give a new deadline.

All complaints will be logged in our 'complaints register' and tracked until they are resolved. The complaints register is reviewed by the board of directors annually.

What happens if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to Brighter Communities Worldwide Chief Executive Officer. If you are still not satisfied with the outcome, you are invited to contact the Chairperson of the board who will ensure that your appeal is considered at Board level. S/he will respond within two weeks of this consideration by Board members.

Acting on Results

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

Your Voice

We value your opinion and welcome all feedback from those who engage with us both positive and negative. We would also like to hear from you about what you think we do well.

Notes

- We publish our complaints and feedback procedure on our website as part of our compliance with the Charities Regulator *Guidelines for Charitable Organisations on Fundraising from the Public*.
- We welcome feedback on the images and messages we use and there is a separate feedback mechanism for this available via our website - [Dochas Code of Images & Messages](#)
- We implement a beneficiary feedback mechanism to encourage and capture feedback on our community development programmes directly from those we work with.
- We have a separate complaints and feedback process for our staff and volunteers (see BCW Grievance Policy and BCW Volunteer Policy)

A summary of complaints will be circulated annually to all board members.