

Complaints Policy



bOunceT aims to provide an excellent service to all. If we fail to do this we want to know about it. This will enable us not only to deal with the specific problem, but also avoid it happening again. Our complaints policy sets out how individuals can take up matters about the service they have received from us where they believe it has been unsatisfactory.

Who to Contact

We ask that you contact the one of the leadership staff at bOunceT depending on the nature of the complaint:

Complaints regarding sessions, behaviour or general staff complaints

Contact Jordan (Business Manager – Part Time) or Callum (Occupational Therapist/ Director) via one of these methods:

Email:

jordan@bouncet.com

Callum@bouncet.com

Phone:

01786431735 / 07415 323683

Write to us:

Unit 111, John Player Building, Stirling Enterprise Park,
Stirling, FK7 7RP

Other complaints

If the complaint is about the Leadership Team, please contact any member of staff in the Therapy Room who will pass this onto one of the Board of Directors.

Email:

info@bouncet.com

Phone:

01786431735

It is useful for us to understand, as clearly as possible, the nature of your complaint; what happened, when it happened, who dealt with you, and what you think may help to rectify the issue. bOunceT sets out to ensure that there was no distress or inconvenience caused as a result of business operations. We have our compliant form and feedback form for any stakeholder to access, complete and return to us.

What Happens Next

We will respond to your complaint within 10 working days with a written response. We aim to resolve the issue amicably.

If resolution cannot be reached jointly, we will send the complaint onto the board and will aim to get back to you within 15 working days.

Should resolution of this complaint not be closed then we will seek a third party for advice.

If complainant is still unhappy then third party should be advised such as an Ombudsman service.

A customer can take a complaint to the Ombudsman Services if the organisation that the complaint is about is signed up to Ombudsman Services schemes.

For further details about which ombudsman is best to refer to, visit the following link:
www.which.co.uk/consumer-rights/advice/when-to-take-a-complaint-to-the-ombudsman

Date to review policy: August 2019

Signed: _____
Callum Mackinnon
(Person with significant control on Board of Directors)