



1. Introduction

At Bromley Y we believe in listening, respecting and empowering each child, young person and parent/carer. We care deeply about everyone we support and wish to help them to thrive and enjoy life to the best of their ability. Your voice helps us to improve our service and ensures that families feel heard, supported, and respected.

Bromley Y is committed to maintaining the highest standards of service delivery. We regard complaints, comments, and suggestions as an important means of monitoring and evaluating our performance, ensuring accountability, and informing future planning.

While our objective is to provide clients with services of the highest possible quality, we acknowledge that there may be occasions when the standard of service does not meet reasonable expectations. In such circumstances, we welcome the opportunity to receive and address concerns so that we can listen, learn and make things right where we can.

2. Purpose

The purpose of this document is to provide a clear, supportive framework for handling feedback, ensuring that our complaints process is an extension of our commitment to care, listen, and empower every individual we serve.

3. Scope

This policy is designed to ensure that our clients know how to share their concerns. It applies to:

- All services provided by Bromley Y.
- All personnel, including staff, volunteers, and contractors.
- All feedback raised by clients, their families, or their advocates.

What is not covered by this policy:

To ensure your concerns are handled by the right people at the right time, the following areas are considered "out of scope":

- Active legal action: We cannot process complaints that are currently being heard—or have already been decided—by a court or tribunal until those proceedings have concluded.
- Previous investigations: Once a complaint has been fully investigated and closed, it cannot be reopened unless significant new information is provided.
- Requests for new services: This process is for feedback on existing experiences. It cannot be used to request a new assessment, a new service, or a second opinion on care.

- Government policy: We cannot address dissatisfaction with the law or national government policies, unless you believe these have directly caused harm to you while in our care.
- Safeguarding and child protection: Safeguarding concerns are handled with the highest priority under our dedicated Safeguarding Policy.

4. Our Commitment to You

At Bromley Y, our values of **Care, Listen, Empower, Accept, and Respect** are at the heart of everything we do; this complaints policy is built upon these principles to ensure that your voice is heard and valued in a safe, supportive environment:

- **Care & Respect:** We treat every concern with the utmost care. Our team responds in a trauma-informed way, ensuring you feel safe, heard, and respected throughout the process.
- **Listen & Accept:** We value your perspective and will accept your feedback without judgement. Your privacy is a priority; information is only shared with the specific staff members needed to listen to and resolve your complaint.
- **Empower & Accessibility:** We want to empower you to speak up in the way that feels most comfortable for you. You can share your feedback verbally, in writing, or via a trusted advocate of your choice.
- **Respect & Non-Retaliation:** Your right to support is absolute. We respect your courage in coming forward, and making a complaint will never negatively impact your access to our services.

Additionally, we commit to acknowledging and resolving all complaints within clear, reliable timeframes so you aren't left waiting. You will be kept fully informed at every stage of the process, ensuring you are never in the dark about what is happening.

5. Procedure

The table below summarises the 3 stages of Bromley Y's complaints process. More detailed information can be found on the next page.

Stages	Process	Responsible Persons	Timescales (within)
Stage 1- Informal Complaint	We believe most concerns can be resolved quickly through open conversation: Option 1: Speak with your Practitioner If you are currently working with a practitioner, we encourage you or your advocate to speak with them directly if you feel comfortable. They are often best placed to resolve issues immediately. Option 2: Contact our Office If you prefer not to speak with the practitioner, or do not yet have one allocated, please reach out to us directly. You can call our office at 020 3770 8848, complete the Complaints form on our website or email your concerns to complaints@bromleyy.org.	Practice Lead Specialist Lead	Acknowledgement within 2 working days. Response within 10 working days.
Stage 2- Formal Complaint	If your informal complaint has not been resolved, please complete the formal complaints form provided with the response to your initial complaint and email it to complaints@bromleyy.org.	Specialist Lead Clinical Director	Acknowledgement within 2 working days. Response within 20 working days.
Stage 3- Escalated Complaint	If you are unhappy with the response you receive as a result of a Formal Complaint- (Stage 2), your complaint can be escalated and reviewed by the CEO and Clinical Director for further investigation.	CEO Clinical Director Chair of Trustees	Acknowledgement within 2 working days. Response within 30 working days.

Stage 1: Informal Complaint

We believe most concerns can be resolved quickly through open conversation and we encourage you to raise any concerns directly with the staff member involved in the first instance. However, if you feel uncomfortable doing so, you can contact our Clinical Director instead. Complaints can be made verbally, by letter, via email or by completing the form on our website; you are also welcome to have an advocate raise the matter on your behalf.

Our aim is to address your complaint as efficiently as possible, with the Specialist Lead working to understand your concerns in detail. This may involve a direct chat with you, a review of our records, or a discussion with the practitioner involved.

- Option 1: Speak with your Practitioner If you are currently working with a practitioner, we encourage you or your advocate to speak with them directly if you feel comfortable. They are often best placed to resolve issues immediately.
- Option 2: Contact our Office If you prefer not to speak with the practitioner, or do not yet have one allocated, please reach out to us directly. You can call our office at 020 3770 8848 or email your concerns to complaints@bromleyy.org.

What to Expect

Once we receive your complaint, we will record it on our complaints log and send you a written acknowledgement. We aim to provide a full response, including the outcome of our review, within 10 working days. Your complaint will be considered by an appropriate manager or specialist lead to ensure it is reviewed fairly and thoroughly.

While we make every effort to meet this timescale, there may occasionally be circumstances beyond our control that result in a delay, such as staff absence, illness, annual leave, or public holidays. If we are unable to provide a response within 10 working days, we will contact you as soon as possible to explain the reason for the delay and provide you with an updated timeframe for our response.

Stage 2: Formal Complaint

If the informal complaint is not resolved successfully:

- Please complete the Formal Complaints form available on our website and email it to: complaints@bromleyy.org.*
- Once your written formal complaint has been received, we will send you an email to acknowledge receipt within 2 working days.
- A member of Bromley Y's senior management team will be appointed to conduct a thorough and impartial review of your complaint. To ensure we fully understand your perspective, we will arrange a conversation with you—either by telephone or in person, depending on your preference. As part of our commitment to establishing the facts, we will also speak with any practitioners involved and conduct a full review of our records.

**If you would prefer to speak with someone, or if you are unable to access or complete the form, please contact us by telephone at 020 3770 8848 and a member of our team will be happy to support you in submitting your complaint.*

What to Expect

We aim to conclude our investigation and provide a written response within 20 working days. While we make every effort to avoid delays, an extension may occasionally be necessary due to practitioner absence, illness, or public holidays. Should a delay occur, we will contact you immediately to keep you informed and provide an updated timeframe.

Stage 3: Escalated complaints

While rare, there are occasions where a complaint cannot be resolved at Stage 1 or Stage 2. In these instances, the matter will be escalated to Bromley Y's Clinical Director, CEO and Board of Trustees.

- The primary goal at this stage is to listen to your needs and explore what a satisfactory outcome looks like for you, and how we can achieve it. Please note that Stages 1 and 2 must be fully completed before an escalation to Stage 3 can occur. In order to escalate to Stage 3 please complete our Request for Escalation form.
- Once your Request for Escalation form has been received, we will send you an email to acknowledge receipt within 2 working days.
- The Clinical Director and/or CEO will conduct a comprehensive review of the specific practice and policy related to your complaint. This may involve a direct conversation with you and a full audit of all documentation to ensure every detail is considered.
- Once the investigation is complete, the findings will be shared with the Bromley Y Chair of Trustees. This final step ensures that the charity has followed all necessary procedures, that your voice has been fully heard, and that we have done everything possible to reach a fair resolution.

What to Expect

We will communicate the conclusion of this process to you in writing **within 30 working days**. If you prefer, we can also meet with you in person to discuss the outcome, ensuring you are fully clear on the rationale—the "how" and "why"—behind our decision. While we make every effort to avoid delays, an extension may occasionally be necessary due to practitioner absence, illness, or public holidays. Should a delay occur, we will contact you immediately to keep you informed and provide an updated timeframe.

The resolution of an escalated complaint may be delayed where there are ongoing statutory processes that need to be completed first. In such cases, we will keep you informed and provide an updated timeframe for resolution wherever possible.

At Stage 3, our sincere hope is that we have reached a resolution that is satisfactory to you. If you remain dissatisfied, you may wish to seek advice from or escalate your concerns to an appropriate external body, as outlined in the External Escalation section below.

Professional Bodies and External Routes to Redress

While Bromley Y aims to resolve concerns and complaints through its own complaints procedure wherever possible, there are a number of external routes to redress that may be available depending on the nature of the concern.

We encourage individuals to raise concerns with Bromley Y first, so that we have the opportunity to understand the issues, investigate them fully and put things right where appropriate. Professional bodies and other external organisations will also generally expect an organisation's own complaints process to have been completed before they consider a complaint or concern.

Our practitioners are members of, accredited by, or registered with relevant professional bodies, such as the British Association for Counselling and Psychotherapy (BACP), and are required to comply with the applicable professional codes of ethics and conduct. If you feel unable to use our complaints process, or remain dissatisfied following its conclusion, you may choose to raise your concerns with the relevant professional body. Information about a practitioner's professional registration or accreditation can be provided on request.

Bromley Y may also refer concerns to an appropriate professional, regulatory, safeguarding or statutory body where serious misconduct, safeguarding concerns, or fitness to practise issues are identified.

Depending on the nature of the concern, other external routes may also be available. For example, concerns relating to NHS-commissioned services may be raised with the relevant commissioning organisation where appropriate.

Individuals may also seek independent information, advice and advocacy from organisations such as Healthwatch, which can provide guidance on raising concerns about health and social care services and on the options available for pursuing or escalating those concerns where appropriate.

Where concerns relate to the governance, administration or legal compliance of Bromley Y as a charity, individuals may also wish to seek guidance from or raise concerns with the Charity Commission. However, the Charity Commission is not a general complaints-handling body and will usually only consider matters involving serious regulatory concerns, such as significant risks to charity assets, beneficiaries, governance, legal compliance, or public trust and confidence in charities. Any referral to the Charity Commission should be made in accordance with the Charity Commission's published guidance and only where the matter falls within its regulatory remit.

6. Safeguarding and duty of care

At Bromley Y, the safety and wellbeing of children, young people, and vulnerable adults is our primary priority.

If, at any stage during the handling of a complaint, information is shared that suggests a person is at risk of significant harm or where a child protection concern is raised, we will prioritise our Safeguarding Policy over this complaints procedure. In such cases:

- We may need to pause the standard complaints timeline to ensure appropriate safety measures are in place.
- We will follow our statutory duties, which may include sharing information with local safeguarding boards, the MASH (Multi-Agency Safeguarding Hub), or other relevant authorities.
- While we aim to be transparent with you, there may be instances where we are legally required to share information without prior consent to ensure an individual's safety.

For further details, please refer to our full Safeguarding Policy, which can be found on our website.

7. Compliments

Lastly, if you or your child/young person had a positive experience with our service, we would really appreciate receiving your feedback either verbally by calling our office (020 3770 8848), by email to compliments@bromleyy.org or by completing the compliments form on our website.

Appendix 1 – Complaints Process



Appendix 2 – Document revision schedule

Revision date	Summary of Changes	Other Comments
13 April 2026	Review by Policy and Governance Lead – amending format and wording.	
14 April 2026	Minor amendments following review by Serena Mullings.	
4 June 2026	Complaints process incorporated.	
10 June 2026	Amendments following review by Serena Mullings and Melanie Brown.	
8 July 2026	Amendments following review by Lucy Hutton	

Bromley Y	
Controlled Document	
Document Name:	Complaints (Clients)
Document Version Number	6.8
Approved by Board of Trustees on:	21/10/2026 3:15 PM BST  52AAEA0B9FEE4B0...
Review Schedule	Every year
Next review due	July 2027
Owner (Responsibility)	Louise Wolsey, CEO
Pass amendments to:	Board of Trustees
Revision History	See appendix
Document Location	Bromley Y SharePoint
Document Description	
This policy identifies Bromley Y’s policy and procedure in relation to complaints raised by our service users.	
Implementation & Quality Assurance	
Implementation is immediate and this Policy shall stay in force until any alterations are formally agreed.	
The Policy will be reviewed every year by the Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.	
All aspects of this Policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy please contact info@Bromleyy.org	

