

Complaints Procedure (events and activities)

If you think you have a complaint about *Signs of God*, please read this information

1. The Complaint

A complaint may be made where someone feels that the *Signs of God* Aims, Beliefs, Values and Commitments (as stated in the 'Working Practices Document') have not been followed at a Signs of God organised event or activity.

No responsibility can be taken for events other than those organised and delivered by Signs of God. Complaints that do not relate to the Aims, Beliefs, Values and Commitments will be returned and more detail requested.

A complaint can be made in English or BSL, recorded (e.g. letter, video or electronic format) or in person.

Complaints must include full contact details of who is complaining. Anonymous complaints will not be investigated.

Complaints should be sent to :

The Administrator

Signs of God

1 Saxon Way,

Bradley Stoke, Bristol

BS32 9AR

Email: info@signsofgod.org.uk

Tel/fax: 01454 202483

Complaints should be made as soon as possible after the event; this should be within 6 weeks unless there are special reasons why it couldn't be done in this time.

When received all complaints will be logged.

All complaints will be acknowledged by letter or recorded in BSL, as appropriate, within 10 working days.

All complaints will initially be investigated at a local level.

At any time should the investigation uncover information that suggests a complaint of a serious nature the decision may be taken to pass the complaint directly to an external body for investigation. If this decision is taken all involved parties will be informed in writing