How you can help

BID Services is constantly seeking to improve its services. We welcome your feedback, which is very important to us as it will help us to improve our service to you.

You can give your feedback by making a:

- Compliment
- Comment
- Complaint

This leaflet explains how you can provide your feedback.
A charity promoting choice and independence

If you would like to make a compliment or comment:

- Ask BID Services for a comment form.
- A member of staff can help you to fill in the form - just ask!
- You can also record your comment on to a DVD. If you want help with this, please ask to book an appointment.
- If you need an interpreter at any point, with advance notice, we can provide one. You can bring a friend if you wish.

Complaints

- If you want to make a complaint, this leaflet gives clear steps that you can follow.
- You are free to withdraw your complaint at any time if you want.
- BID’s complaints procedure is confidential and the details of your complaint will only be discussed with those people who need to know.

1. Talk it through

- Talk about your complaint with a relevant member of staff.
- They will discuss your complaint and do their best to resolve it for you.
- Don’t leave it longer than a month to talk about it.
- Once you have talked it through, we hope you feel satisfied and will not wish to pursue the matter any further.
- However, if you are still unhappy you can send your complaint to our Complaints Co-ordinator.

2. Taking your Complaint further

- You must have had an initial discussion with a relevant member of staff (see step one).
- If you still feel you have a good reason to complain, you may send your written complaint (or DVD) to the Complaints Co-ordinator.

3. BID investigates your Complaint

- An Operations Manager will look at your complaint.
- The Operations Manager (or someone they have chosen) will discuss the complaint with you and anyone else involved.
- The Operations Manager will decide whether we agree with your complaint or not.
- The Operations Manager will write to you within 20 working days of receiving your complaint to tell you the outcome.
- Once you have received our response, we hope you will feel satisfied but if not you may appeal against the decision.

4. Appealing against the decision made on your Complaint

- If you disagree, you need to write to the Complaints Co-ordinator within 10 working days of receiving the letter from the Operations Manager.
- You need to explain why you are appealing.
- The Complaints Co-ordinator will send your appeal to the relevant Senior Manager who will decide if they agree with your appeal or not.
- The Senior Manager will write to you with their decision.
- This is the end of the complaints procedure.