



Managing complaints and whistleblowing procedures

Introduction

This policy outlines how Bridge Builders Wellbeing Ltd., a certified social enterprise, handles complaints and whistleblowing reports to ensure fairness, transparency, and safety, particularly for young people aged 11-18 involved in programmes.

Complaints Procedure

Complaints are expressions of dissatisfaction about services. Individuals can first try informal resolution by discussing with staff, then escalate formally via email to bridgebuilderssafeguarding@gmail.com, including details and evidence. Formal complaints are investigated within 28 days, with outcomes communicated, and reviewed periodically to improve services.

Whistleblowing Procedure

Whistleblowing involves reporting wrongdoing, like fraud or abuse, and can be done confidentially or anonymously via bridgebuilderssafeguarding@gmail.com. Reports are investigated thoroughly, with whistleblowers protected from retaliation, and outcomes shared while maintaining anonymity where possible.

Handling Complaints from Young People

Young people can raise concerns by speaking to staff, or anonymously reporting, with parents/carers informed unless it risks the child's safety, assessed by the Designated Safeguarding Lead (DSL). All youth complaints are handled seriously, linking to the Safeguarding Policy for potential harm.

Protection and Support

The organization ensures no retaliation for good-faith reports, treating such actions as disciplinary offenses, with support like counseling available for reporters.



Created on: 13 September, 2024	Approved by: Managing Director
Reviewed: 12 March, 2025 31 January, 2026 15 June, 2026	No. of review: 3
Next review: 31 June, 2027	