

Boingboing Complaints Procedure

Boingboing aims to deliver excellence in all its interactions with individuals and organisations it works with.

However, we recognise that, from time to time, individuals, or organisations we work with may feel that the quality or level of service is less than they could reasonably expect. We greatly value working with you and if you do have a complaint, we would like to hear about it.

If you wish to make a complaint, this is what you should do:

1. Consider speaking to the relevant Boingboing staff member about your complaint, as hopefully things can be resolved to your satisfaction as quickly as possible this way.
2. If you still wish to make a formal complaint, please send this in writing (e.g. letter or email) or other recorded form (e.g. audio tape) to the Director, Prof Angie Hart, outlining details of your complaint and what action you would like to be taken. The Director will respond within 14 days to say that it has been received.
3. The Director will discuss the complaint with the relevant staff member or with the Director's own line manager to consider Boingboing's response.
4. The Director will write to you within a reasonable time (normally 21 days) and tell you what she found out, whether she feels your complaint was justified and, if so, what has been done to put things right.
5. Where appropriate, the line manager of the staff member involved in the complaint (usually this will be the Director) will send you a written apology.
6. Boingboing will regularly review how many complaints have been received, what they involved and what was done about them.
7. If the complaint is related to HeadStart activity in Blackpool please follow the above steps. If you are still not satisfied you then have the option of going through Blackpool Children's Services complaints procedure. Further information about this can be found at <https://www.blackpool.gov.uk/Residents/Health-and-social-care/Social-services-complaints.aspx> which contains the latest complaints system for children and young people or you can email customerrelations@blackpool.gov.uk for further assistance.

Please contact Boingboing at:

info@boingboing.org.uk

Contact Prof Angie Hart, Boingboing's co-founder, Chair of the Board and Director at:

a.hart@brighton.ac.uk