

# BSSL Complaints Procedure (Patterdale Hall)

## **If you have a complaint**

We really want to hear from you. We welcome your comments, as they give us the opportunity to put things right and improve our service.

### **Stage 1 - Informal**

If you wish to make a complaint it is best to talk to a member of staff first either in person or by telephone. It will be the quickest way for us to respond and look into the problem. The object of this first stage is to resolve problems quickly, simply and fairly with the minimum formality. The person contacted will provide you with **an informal but informed response, normally within three working days** of your initial approach **or s/he will tell you that his/her investigations are still ongoing and will require a further, stated amount of time, no longer than 10 working days**. In some cases, s/he will tell you that s/he has passed the concerns on to somebody more senior.

### **Stage 2 - Formal**

If you are unhappy with our response you have the right to complain to the Patterdale Hall Manager who will **acknowledge receipt within 3 working days** and, thereafter, will consider the matter and decide upon the most appropriate course of action to take once all the relevant facts so far have been confirmed. In most cases, the person resolving the written complaint will meet/speak to you, **normally within 14 working days** of receiving the complaint.

Once the Patterdale Hall Manager is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and **you will be informed of this decision in writing, within 28 working days of receipt of the formal complaint**. The Patterdale Hall Manager will also give reasons for their decision.

### **Stage 3 – Final Stage**

However, if you are still dissatisfied after allowing the Patterdale Hall Manager the opportunity to deal with your complaint you should contact the Services Bursar, in writing, explaining why you are dissatisfied with the Patterdale Hall Manager's response. This should be received by the Services Bursar within 5 working days of the response from the Patterdale Hall Manager.

Only in exceptional cases will the Services Bursar consider any complaint that has not been through the earlier stages.

If the Services Bursar comes to the conclusion that the complaint has been fairly settled at an earlier stage, or that the complaint is lacking in merit or substance, the Services Bursar may dismiss the complaint and advise the complainant of the reasons for the decision. The Services Bursar will respond **within 14 working days**, with as full a response as possible.

If the Services Bursar comes to the conclusion that there is substance to the complaint, the Services Bursar will decide on the relevant response in relation to the nature of the complaint. The Services Bursar will respond in writing to a letter of complaint **within 28 working days**, with as full a response as possible.

### ***For Commercial Bookings Only***

Once we have the full details of your complaint our promise is that we will normally take no more than **28 working days** to respond fully to your issue.

However, there may be occasions when we require additional information or responses from you to complete our investigation. In this instance we will allow a further **10 working days** for your response.

#### **Contact Details**

Mr T Taylor	Patterdale Hall Manager	017684 82233
Mr M S McDermott	Services Bursar	01204 434751

#### **If you prefer to write or email**

##### **The Manager**

Patterdale Hall  
Glenridding  
Penrith  
Cumbria  
CA11 0PT

[TTaylor@patterdalehall.org.uk](mailto:TTaylor@patterdalehall.org.uk)

##### **The Services Bursar**

Bolton School  
Chorley New Road  
Bolton  
BL1 4PA

[MMcdermott@boltonschool.org.uk](mailto:MMcdermott@boltonschool.org.uk)

Following the Stage 3 procedure, if matters remain unresolved, a letter will be sent to you explaining that the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 requires BSSL to provide, on conclusion of the final stage of this Complaints procedure, the name and address of an alternative dispute resolution provider who has been certified by the Chartered Trading Standards Institute as competent to resolve consumer disputes. These details are set out below. However, please note that BSSL is not obliged to enter into alternative dispute resolution and each matter will be dealt with on a case by case basis at the conclusion of Stage 3. The name, address and contact details of a certified competent authority are as follows:

##### **ADR Group**

160 Fleet Street  
London EC4A 2DQ

Telephone: 020 3600 5050

Email: [Consumer-dispute@ADRgroup.co.uk](mailto:Consumer-dispute@ADRgroup.co.uk)