



BLACKBURNE
HOUSE

Blackburne House

Complaints and Compliments Policy and Procedure

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Title of Policy	Complaints and Compliments Policy and Procedure
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Blackburne House Complaints and Compliments Policy and Procedure

1.0 Policy Statement

Blackburne House (BH) is committed to providing high-quality services across all areas of our work. We recognise that from time to time, individuals may wish to share positive feedback, raise concerns or make a complaint.

We welcome all feedback, including complaints, as an opportunity to learn, improve, and strengthen trust in our organisation.

BH welcomes the opportunity to celebrate compliments from our customers learners and share them internally and externally.

BH welcomes the chance to investigate circumstances where a customer feels standards have failed to meet expectations. This policy ensures that complaints are handled fairly, consistently, transparently, and in accordance with relevant legislation.

2.0 Scope

This policy will not discriminate either directly or indirectly against any individual on the grounds of protected or personal characteristics. The complaints and compliments policy and procedure is for all people served by BH and applies to all customers and stakeholders.

Separate processes exist for Blackburne House Learners – see the Blackburne House Education Complaints and Compliments Policy.

3.0 Principles

Blackburne House will:

- Treat all complaints seriously and with respect.
- Ensure complaints are handled promptly and confidentially.
- Protect complainants from victimisation or disadvantage.
- Learn from complaints to improve services and experiences
- Distinguish between constructive complaints and malicious or vexatious ones.

4.0 Compliments Process

Blackburne House recognise that most compliments will be given informally from customers to staff or managers. Where possible the member of staff must record the compliment and share it with the Marketing Team.

A customer is also able to submit a compliment formally by emailing comments@blackburnehouse.co.uk

5.0 Complaints Process

The following outlines the stages involved when raising a complaint. We encourage concerns to be raised as soon as possible so they can be resolved informally wherever appropriate.

5.1 Stage 1: Informal Resolution

Blackburne House would expect most minor complaints to be dealt with informally with the manager or staff member concerned. We aim to resolve the issue quickly and informally within 5 working days of the issue being raised.

5.2 Stage 2: Formal Complaint

For a complaint to be considered formal it must be raised in writing. This may take the form of a letter or email. Where this is not possible, Blackburne House will accept a complaint over a pre-arranged telephone call. In submitting the complaint, Blackburne House requires you to provide your name, telephone number, email address and an explanation of the complaint.

Formal complaints are to be sent **by email** or **in writing** to:

- comments@blackburnehouse.co.uk
- Blackburne House, Blackburne Place, Liverpool L8 7PE
- By Telephone: 0151 709 4356 ext.5001

A complainant under the age of 18 may wish a third party to handle the complaint. This can be a relative, friend or nominee.

As an adult, age 18 and over, Blackburne House expects the complaint to be submitted by the complainant themselves. However the right to nominate a third-party representative is accepted and this must be made in writing stating the name of the representative, and whom they are acting on behalf of.

Blackburne House will acknowledge the complaint within 5 working days and the designated manager will investigate and respond within 15 working days. If more time is needed, the complainant will be informed of the reason and expected response date. The response will include findings, actions taken, and how to appeal if dissatisfied.

5.3 Stage 3: Appeal

If the complainant remains dissatisfied, they may request an appeal in writing within 10 working days of receiving the Stage 2 response. The appeal will be reviewed by a senior member of the Executive Leadership Team not previously involved. A final written response will be provided within 20 working days. The response will include findings, actions taken, and how to appeal if dissatisfied.

6.0 Malicious or Vexatious Complaints

Blackburne House recognise that genuine complaints are an important part of continuous improvement. However, where a complaint is found to be deliberately false, malicious, or repetitive with no new evidence, Blackburne House reserve the right to restrict contact or take further action.

7.0 Monitoring and Reporting

All written compliments and complaints are recorded and reported to the Blackburne House Chief Executive to ensure service quality and continuous improvement.

Blackburne House acknowledges the introduction of the Data (Use and Access) Act 2025, which enhances individuals' rights in relation to personal data and introduces new provisions around complaints handling.

While formal guidance from the Information Commissioner's Office (ICO) is still awaited, BH remains committed to aligning its complaints procedures with the principles of the DUAA. This includes:

- Recognising individuals' right to raise concerns about the handling of their personal data;
- Ensuring complaints are acknowledged and responded to in a timely and transparent manner;

- Reviewing and updating internal processes as further regulatory guidance becomes available.

This approach applies across all areas of BH's operations, including Education, Wellness, Nursery, Conference & Events, Bistro and Clatterbridge Café. Once ICO guidance is published, BH will review and revise its Complaints and Compliments Policy accordingly to ensure full compliance.

8.0 Contact Details

Address: Blackburne House, Blackburne Place, Liverpool, L8 7PE

Email: comments@blackburnehouse.co.uk

Tel: 0151 709 4356 ext.: 5001