

Neighbour Complaints Policy

Building Bridges is committed to working in close conjunction with the local communities in which our homes are based. Anti-Social behaviour within the community will be strongly discouraged. The following are a list of sanctions the home can impose as a result of anti social behaviour from our resident.

1. Supervision of pocket Money
2. Reparation from pocket money for any damage caused
3. Withdrawal of incentives/bonuses
4. Ultimately remove from the Home

Building Bridges Care Homes Ltd has a duty of care not only to the residents we look but also to the general public. Any illegal activity in which are residents are involved in, will be reported to the local police by personnel from the organisation.

Building Bridges strongly discourages groups of young people congregating at the entrances of our buildings. Young people are advised that they will be asked to move on if they are causing any noise or disturbance to neighbours. If young people refuse to move on under these circumstances personnel will contact the police to request assistance.

The following details steps to be taken if any neighbour has a complaint against the home or any resident living in the home.

1. Please contact the unit and discuss your complaint with the Manager/Residential Child Care Officer providing details of the nature of your complaint.
2. The young people involved, a description of the young people, the date and time of any offence committed
3. Your name, address, telephone number
4. This complaint will then be entered into the neighbourhood complaints book
5. A manager will contact you within 72 hours to discuss your complaint and provide you with details of action taken
6. You will be asked to provide a written response asking if you are satisfied with the outcome of your complaint/not satisfied with how the complaint has been dealt with
7. If you are not happy with how your complaint has been dealt with you may consider contacting the following organisations

Managers work the following hours- Monday to Friday 9-5. Managers work an on-call system and are available to staff in out of hours situations

Building Bridges Care Homes Ltd

Policies & Procedures

Building Bridges to Positive Futures