

## The Brandon Centre

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### Complaints summary

The Brandon Centre receives very few formal complaints. However we take each complaint seriously. We investigate and respond to the person who has made the complaint. We recognise complaints are a valuable way in which we can learn from young people improvements we can make to our service. Between 1 October 2017 and 31 December 2017 (quarter 3), we received one complaint from a young person who complained about not receiving a text reminder about her appointment. This was investigated and appeared to have occurred because the co-ordinator was on leave and had not informed the back-up receptionist to send text messages to clients. This has now been rectified so that before the co-ordinator goes on leave she will inform the back-up receptionist who text to remind them of their appointment.

CEO: Alex Tambourides

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Brandon Centre for Counselling and Psychotherapy for Young People  
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