



BUFA - 19-25 Sunbridge Rd, BRADFORD, BD1 2AY
Tel. 01274-308725 Email: admin@bufa.org.uk Website: www.bufa.org.uk

Members, Volunteers, Users of Our Services

Do you have any complaints or concerns?

1. If you have a comment or complaint about our service, please express them to the staff member concerned. The staff member should do what they can to resolve any difficulties as soon as is reasonably possible.
2. If you are still dissatisfied or you feel unable to address a staff member regarding your concern or complaint then you should contact the Line Manager, **Vivienne Robinson**, who will try to resolve the matter or, if you wish, put it on the next staff meeting agenda and/or committee meeting agenda to be discussed in confidence.
3. If you feel unable to address the Line Manager, you should take your concerns to the chairperson of the Management committee **Tina Markey** or another committee member who will try to resolve the matter or, if you wish, put it on the agenda at the next committee meeting to be discussed in confidence. Some matters may then have to be referred to an outside agency subject to Bradford Under Fives Association policy.
4. If you still have any concerns or would prefer to talk to someone outside the organisation, you could contact our Council Contact Officer **Simon Baker** at:

Department of Adult Services
Community Funding Unit
6th Floor, Olicana House
Bradford
BD1 5RE

tel. 01274-434073

City of Bradford MDC

www.bradford.gov.uk

BRADFORD UNDER FIVES ASSOCIATION IS COMMISSIONED BY BRADFORD COUNCIL TO PROVIDE A SERVICE TO BRADFORD'S PLAYGROUPS, PRE-SCHOOLS AND TODDLER GROUPS