

## Feedback, comments and complaints

To help us continuously improve our service we value your suggestions, comments, compliments and complaints. These can all be made anonymously if you prefer. All comments whether positive or negative will be acknowledged and appropriate action taken.

**You can make a complaint or give feedback to us either verbally or in writing to**

Syeda Khatun (BWA CEO)  
Bangladeshi Women's Association (BWA)  
Tipton Muslim Community Centre  
Wellington Road  
Tipton, West Midlands DY4 8RS

Complaints will be treated in confidence and we will do our best to resolve it fairly and quickly in accordance with our complaints procedure.

For other service please contact staff or check out our website [www.bwa-org.co.uk](http://www.bwa-org.co.uk)

Your personal data is kept secure following the guideline set by Information Commission's Office (ICO) <https://bit.ly/2SybMSO>

## Measuring Success

**BWA will measure that it is achieving its aims:**

BWA will carry out outcome based evaluations on the IAG services to ensure that it continues to meet the clients needs and make a difference to their lives. It will do this through a variety of ways depending on the needs of the clients:

- Evaluation forms
- focus group interviews
- evaluation of services

BWA staff will monitor and evaluate feedback from the clients every quarter and, dependent on feedback, create a service improvement plan.

BWA team and management will review and evaluate service provision to ensure set targets have been achieved and that targeted improvements have been implemented effectively.

BWA will report feedback and evaluation to clients, partners and funders via the website, newsletters and feedback display board. Also use feedback to help continuously improve our services.



## **Information Advice, and Guidance service**

Tipton Muslim Community  
Centre  
Wellington Road  
Tipton, West Midlands  
DY4 8RS

Tel: 0121 557 6766

Fax: 0121 557 0395

Email: [info@bwa-org.co.uk](mailto:info@bwa-org.co.uk)

Web: [www.bwa-org.co.uk](http://www.bwa-org.co.uk)

Facebook & Twitter:

@bwalimited @jubileeparkcentre

# Advice, Information & Guidance (IAG) Service Offered by BWA & Jubilee Centre

## Bangladeshi Women's Association

### Information, Advice and Guidance (IAG) Statement of Service

Our IAG service is built on supporting our residents settling into the area with little English spoken, and very little understanding of local culture, customs and services. We are here to help them to make informed choices and decisions about any training that they may wish to undertake.

### BWA LTD Vision

Improving the quality of life of residents in Tipton and the wider Metropolitan Borough of Sandwell.

### Our Mission Statement:

Provide residents access to advice information & guidance and training whilst providing a central venue for all groups to get more connected, empowered and confident to have a real stake in the sustainable regeneration of deprived neighbourhoods.

### Outcome based Objectives:

Increase access to high quality information advice and guidance enabling residents to make informed choices.

### BWA'S Service Priority 4:

#### Employment support & developing employability skills

Support providing employment related training skills, both informal and accredited, alongside for e.g. job search support, developing CV writing and interviewing skills

### What BWA staff can offer:

A free confidential and impartial information and advice service which covers learning opportunities and qualifications available across Sandwell.

Written information on all learning opportunities where appropriate.

Help dealing with correspondence received, translation and interpreting, benefit advice, form filling and guidance, immigration and welfare advice, and help to access health, education and housing services and other day-to-day needs..

A signposting service to internal projects and external services providers and/or sources of information if we are unable to offer the information, advice and guidance ourselves.

Information about BWA's complaints procedure and all of our other policies and procedures

### What you can expect from us

Professional and knowledgeable staff who keep up to date with changing legislation that may affect the delivery of the service

Queries can be answered in a range of ways (telephone, email, what's app, face to face) to suit your needs

We will aim to acknowledge or reply to your emails, telephone queries or written correspondence within 3 working days

We will be friendly, polite and considerate

### What we expect from you

As much information as possible to enable the team to advise you appropriately.

Prompt contact if you have any questions or concerns over your needs.

Information about any special needs that you may have such as mobility access, hearing or visual impairments or language issues

The team expects to be treated with respect and not to be offended by use of language, actions or behaviour.

Discriminatory language or behaviour is not acceptable.

We welcome your feedback and expect that you will complete evaluation forms as requested to enable us to work towards continuously improving the service we offer.

### Confidentiality

As part of our service we need to keep certain details about you on record. We may have to share some of this information with other organisations as part of our audit process. We will not however share your information with people who do not have authority to access it. Please ask for more information on this if required.