

BWPJC Feedback and Complaints processes

The Council of Bristol and West Progressive Jewish Community welcomes feedback.

Informal Feedback

Please discuss your ideas, thanks, feedback or concerns with a Council Member. If you would like your thoughts and comments brought up at the next council meeting, please say so. We will feedback to you within 4-5 weeks. Meetings are held monthly.

In the case of positive feedback Council would also welcome this being shared not only with the individual but, where appropriate, with Council as well so that comments and praise can be shared with the wider BWPJC.

If a major issue arises a 'formal complaints process' can be started, this can be requested by a member of the community or a Council Member

Formal complaints process

1. Please write to the Chair and ask for the formal feedback procedure to be implemented. Your letter or email will be acknowledged within two weeks and you will be invited to speak to the Chair within another two weeks.
2. If appropriate the Chair will report the outcome of the initial meeting to the relevant Committee within a further two weeks and you will be notified of the outcome of the discussions.
3. If the issue requires further investigation, the Chair will appoint a panel of three Council Members un-associated with the issue to investigate.
4. A member of the panel of three Council Member looking at the issue will report to Council with any recommendations or potential changes and you will be notified of the outcome of the discussions. This whole process will be completed within three months.
5. In the case of a major complaint, where the member is dissatisfied with the panel's decision they have the right to contact Liberal Judaism for a further evaluation. If required, one of the Panel of three Council Member investigating will provide any additional information that is needed by LJ.