

COMPLAINTS PROCEDURE



Stage 1 – Informal Complaint

Completion of 'Complaint Form' send/give it to a member of Project staff. Or completion of a verbal/written complaint to Project staff.

Staffs receiving the complaint should sign & date to confirm receipt of the complaint.

If appropriate the complaint should be resolved within 7 days

If service user does not resolve the issue or it is unable to resolved within 7 days then it must be escalated to **Stage 2**

Stage 2 – Formal Complaint

If complainant is dissatisfied with the response or not resolved in the manner expected, then it should be referred to the Project Manager

The PM will acknowledge a date in which a full response will be given. No longer than 20 days, in order for investigations to take place more fully.

On occasion it maybe suggested that a meeting to discuss the issues is undertaken before the investigation or formal reply

If the complaint is still unresolved after **Stage 2**, progression **Stage 3**

Stage 3 – Service Manager

Complaint is then referred to the Service Manger; The SM will acknowledge a date of which a full response will be given. No longer than 20 days to ensure a fully investigation can take place.

As before all endeavours will take place to resolve the issues before the investigation or formal reply

After all the investigations have taken place, if the complainant remains unsatisfied, then it will be referred to Stage 4

Stage 4 – Appeal (Chief Executive)

If the complainant remains dissatisfied they will then be referred to the CEO, who will consider and investigate the appeal, with a response no later then 3 months