

12 June 2015



THE ALICE CROSS CENTRE

COMPLAINTS PROCEDURE

Version 1

THE PURPOSE

The Alice Cross Centre aims to provide a helpful and high standard of service both to the members of the public and to the organisations with whom we work.

This Complaints Procedure details how we will deal with a complaint made by someone who has come into contact with the Alice Cross Centre and who is subsequently not happy with any aspect of our work.

If a user of our services feels that they wish to complain about the service they have received, you should encourage them to tell us or write to us. You should provide the user with a leaflet that outlines our complaints procedure.

ALL POSSIBLE OR ACTUAL COMPLAINTS MUST BE REPORTED TO THE MANAGER IMMEDIATELY

DURING THE PROCESS

- The complainant is encouraged to bring a friend along to any meeting arranged to discuss the matter of the complaint, to give them support.
- They may withdraw their complaint, but without prejudice to our legal entitlements.

THE PROCEDURE

- We will take all complaints seriously.
- We will keep a written record of all the complaints we receive.
- We will try to satisfy complaints at an initial discussion with the Centre Manager which we shall aim to have within two weeks of the initial complaint.
- We will ensure that complainants are given a copy of the Complaints Procedure before that meeting.
- If they are not satisfied as a result of the meeting with the Centre Manager, they can put their complaint in writing to the Chair of Trustees
- Within three weeks of receiving their complaint, the Chair will arrange to meet with them personally. At this stage any person against whom the complaint has been made will be asked not to contact the complainant. Similarly, they will be asked not to contact you.
- Once any investigation by the Trustee Board is complete, they will be sent a letter giving an answer to their complaint and informing them of any action being taken by the Alice Cross Centre

Signed:.....Chair of Trustees

Date: