



# THE ALICE CROSS CENTRE

## COMPLAINTS PROCEDURE

Version 2.2

Version	Date	Review date			
Version1	12 <sup>th</sup> June 2015	reviewed 27 <sup>th</sup> June 2017			
Version 2	27 <sup>th</sup> June 2017	reviewed 19 <sup>th</sup> August 2017			
Version 2.1	19 <sup>th</sup> August 2017	reviewed 19 <sup>th</sup> Sept2017			
Version 2.2	19 <sup>th</sup> sept 2017				

## 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 copy of 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 try to satisfy complaints at an initial discussion with the Centre Manager, which we shall aim to have within one week of the initial complaint. If the complaint is about the Centre Manager, then it will be passed in writing directly to the Chair of Trustees.
- We will ensure that complainants are given a copy of the Complaints Procedure if they want to take the complaint further.
- To progress; a complaint's form, with a unique case number will be provided for completion (see appendix A), or a letter/email acknowledging receipt of the complaint will be provided within 5 days. A written record of the complaint will be kept.
- In support of the complaint, the complainant will be asked to provide all the relevant factual information and substantiating evidence. Evidence could include: copies of any relevant documentation, emails etc; corroborative statements from named third parties; references to named third parties who could be contacted during the investigation of the complaint. All evidence will be kept on the case number file.
- On receipt of the completed complainant's form and any supporting evidence, and within 5 days, the Centre Manager will invite the complainant to a formal meeting. If they are not satisfied as a result of this meeting with the Centre Manager, they can put their complaint in writing to the Chair of Trustees.
- If a completed complaints form is not received and no other response by letter/email etc. is received, then a further letter will be sent inviting them to follow up on their original complaint. If no response is received within 2 weeks of the date of the follow up letter, **then the Case will be closed.**
- If the complaint is being raised with trustees, then within two weeks of receiving their complaint, the Chair will arrange to meet with them personally. That meeting may, at the discretion of the Chairman, include another trustee. 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
- A Complaint/Case procedure Check List tracker will be completed for each complaint see appendix B

Signed:.....Chair of Trustees

Date:

Reviewed 19<sup>th</sup> September 2017

By: Julia Street - Centre Manager



# COMPLAINT FORM

This form is for you or your representative to record your complaint in writing to The Alice Cross Community Centre Manager. Please attach separate sheets if there is insufficient space for completion of your complaint.

<b>YOUR NAME</b>	
<b>ADDRESS</b>	
<b>TELEPHONE/Email</b>	
<b>Complaint Case no.</b>	(Office to complete)

1 Details of complaint or issue. *(Please ensure you provide all the factual details and any substantiating evidence)*

2 What problems do you think this has caused you?



# COMPLAINT FORM

3 What do you think we can do to put things right?

4 Have you complained about this matter before?      **YES**       **NO**

5 To whom was the complaint made?

Name of staff: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of complainant: \_\_\_\_\_

Date: \_\_\_\_\_

Signature or person completing form (*if not complainant*): \_\_\_\_\_

Date: \_\_\_\_\_

<b>Complaint/Case procedure Check List</b>		
<b>Step</b>	<b>Date / by whom/ action</b>	<b>Completed</b>
Initial complaint received, Informal meeting with Centre Manager held		
Complaints procedure and complaints form provided		
Response not received, new letter sent		
No response received, case closed		
Complaint received/case number assigned. Acknowledgement sent		
Centre Manager meeting booked		
Centre Manager meeting held		
Outcome		
Letter sent to chair of trustees		
Chair of trustees meeting		
Chair of trustees meeting held		
Outcome		
Final letter from board sent		
Case closed		