

Caia Park Partnership Ltd

Complaints Procedure

The Partnership tries to provide a quality service. If we fail we need to know. Many complaints can be dealt with directly and this is the best and easiest way of sorting out most problems. When a complaint is more serious or cannot be sorted out directly the following procedure should be used.

- a) Complaints should be submitted in writing to the Chief Officer. The letter should contain the details of the complaint including dates where possible.
- b) If you prefer, your complaint can be made verbally to the Chief Officer by phone or in person. Details of the complaint will be written down including dates where possible.
- c) The Chief Officer will investigate the complaint and reply within 14 working days.
- d) If it is not appropriate for the Chief Officer to deal with the complaint, the letter of complaint should be addressed to the Chair of Trustees, who will investigate. Or you could speak to one of the senior management team who write down details of the complaint and forward it to the Chair of Trustees.
- e) This complaints procedure should be displayed in all departments.

Any appeal against the outcome of a complaint should be made to the Chair of the Trustees. A response will be given within 10 working days.

N.B when complaints are submitted if the complainant wishes it, the funder of the service receiving the complaint will be notified.