

Complaints Form

Please complete this form, when you would like to make a complaint that cannot or has not been informally resolved. On this page we have provided some information about our complaints procedure to help you anticipate the steps that we will follow when you submit this form.

Stage 1 Use this form to put in writing the nature of your complaint. You can give this to any member of the team, or you could direct this form to the centre co-ordinator. If your complaint is about the co-ordinator another person will be named in the complaints procedure for this form to be sent to.

Upon receipt person managing the process will respond to the complainant (formally) within 5 working days to confirm receipt and to outline the process moving forward.

Stage 2 This stage is only implemented at your request when unsatisfied with stage 1.

Within specified timescales, you will need to notify, in writing, the person who led stage 1 that you want to escalate to stage 2. You will usually need to outline the reasons for this. The co-ordinator will then escalate this to a director or management committee member.

Within timescales set out by the policy and upon receipt of the written complaint. The person managing the process will respond to the complainant (formally) to confirm receipt and to outline the process moving forward.

The complaint will be investigated, in a way outlined by the centre and the complainant will be formally informed of the outcome. This response will inform the complainant of their options should they remain unsatisfied.

Stage 3 This stage is only implemented at your request when unsatisfied with stage 2.

To do this you will notify the person who led stage 2 in writing. This will take place within timescales specified within the complaint's procedure of the contact service.

You will usually be invited to attend a meeting with an impartial panel (the make-up of this will be defined within the policy of the contact service) to discuss the complaint. The panel will consider all previous information and may wish to speak to staff/volunteers involved. A written decision will be sent to the complainant within timescales outlined within the policy. The decision taken at this stage is final.

If you believe this procedure was not followed you can report this to NACCC, more information about how to do this is available on their [website](#). They will not reinvestigate the complete or draw conclusions about the outcome. NACCC will only review the process to reach a conclusion about whether the procedure was followed.

Your Name		Date form completed	
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Please use the space below to tell us about any attempts to resolve your complaint informally

Please use the space below to outline the nature of your complaint

Please use the space below to help us to understand what you think should happen as a result of your complaint

Name	Signature	Date