

How to make a complaint

Stage 1

At Relate we want to hear people's views on our services. It helps us to learn, improve and provide the services that you want. Please tell us if you are unhappy with our service in any way. We will endeavour to resolve your complaint to your satisfaction.

To make a complaint, please speak to the manager of the service you used. You will find their contact details in the box at the bottom of page two of this document. Many complaints can be resolved in a straightforward way via a telephone call or email to the Centre Manager or to the Chair of Trustees, if your complaint involves the Centre Manager. If you have taken this step and are still not satisfied, you may wish to take things further. You can do this by using our "Complaint Procedure" which is outlined below.

Stage 2

1. Making a complaint

- ♥ Please do this as soon as possible after the event as this will help us to deal with your complaint more effectively. Please put your complaint in writing and send or email it to the manager or the Chair of Trustees at the address at the bottom of this document.
- ♥ Please tell us if you have already talked to someone at Relate about your complaint and what happened. If you haven't felt able to talk to anyone at Relate about it, please say why this was.
- ♥ In order to help us resolve your issue, please explain what it is you are complaining about and give as much detail as you can, including times, dates and places.
- ♥ If your complaint is about a person, please give their name.
- ♥ If you are complaining about a person, they will be given a copy of your complaint. We will not give them your contact details.
- ♥ Please include copies of any documents which may support your complaint.
- ♥ Please give your name and contact details.
- ♥ Please date your complaint
- ♥ All complaints must be put in writing and you may want to ask someone else to do this for you

2. Acknowledging your complaint

The manager will write to you and confirm that they have received your complaint.



3. Investigating your complaint

The manager is responsible for handling your complaint and making sure there is a full investigation. They may contact you or ask to see you in order to discuss your complaint. If you do this face to face you may bring someone with you who is not connected to the complaint. If your complaint is about the manager, it will be dealt with by their line manager.

4. Responding to your complaint

The manager will write to you within eight weeks of your complaint telling you the result of the investigation. They will tell you whether your complaint has been upheld or not. The letter will also let you know where you can appeal if you are not satisfied.

You can withdraw your complaint at any time. Please write to the person handling your complaint.

Stage 3

How to appeal

If your complaint is not upheld and you are unhappy with the outcome of the investigation you are entitled to appeal. The letter about the result of your complaint will tell you who to send your appeal to.

Appeal procedure

1. Request an Appeal

Please write to the person handling your appeal. Give the reasons that you do not agree with the outcome of your complaint and ask for an appeal. Please try to do this within four weeks of getting the letter about the result of your complaint. Please include your contact details.

2. Acknowledging your appeal request

The person handling your appeal will write to you to confirm they have received your letter.

3. Conducting your appeal

The person handling your appeal will look at the original investigation to make sure it was handled appropriately. They may get in touch with you to ask questions about your complaint and they may bring in an independent person who may also get in touch with you. If you do this face to face you can bring someone with you who is not connected to the complaint. The appeals manager will then consider whether the findings and recommendations of the investigation into your original complaint were reasonable.

4. Result of your appeal

You will get a letter within eight weeks of your appeal telling you the result. If the appeals manager does not agree with your dissatisfaction about the outcome of the original complaint you may be able to appeal to an independent body and if so the letter will give you details.

CEO contact details:

Jill Rawling

jill@relatewestsurrey.org.uk

01483 541 725

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