

Complaint Procedure

Points of call for Centre complaints

1. Department Manager - Minor complaints
2. Centre Manager – Escalated complaints
3. Centre Director - 2nd point of contact for Escalated complaints

Initial Contact

A personal call to be taken with the you within a 2-3day timeframe. If unsuccessful, you will receive an email or written contact.

Gaining feedback

We listen to the customer to gain your feedback/thoughts and the facts.

The complaint will be taken seriously and will be dealt with in a sensitive & confidential manner.

Investigation

The complaint will be looked into & a detailed investigation will take place. We aim for a 5 working day timeframe for investigation.

Complaint resolution

After the complaint is fully investigated, the investigation findings will be reported back to the you. If you are not satisfied with the results, further investigation can take place & this will commence with a further time frame of 5 working days.

Complaint actions

Retraining/further measures /procedures will be reviewed & put into place to prevent a similar complaint happening in the future. All details of the complaint will be recorded accurately in accordance with the data protection act.