

# HOW TO COMPLAIN



Centre 404 try to provide high quality support that meets our service users' needs and wishes. We monitor our services and we welcome all feedback that people want to give.

Sometimes people may not be happy with the service that they receive. We have developed this complaints system so that you can let us know if you are not happy with our staff or services.

## **Step 1 – Raising a Complaint**

If you want to complain about Centre 404 services or staff, please contact us to explain why you are unhappy. You can speak to the person involved or if you feel this is difficult please report it to the manager of the department.



**Claire Curtis is the Housing Support Manager.**

Telephone Number: 020 7607 8762



Email: [clairec@centre404.org.uk](mailto:clairec@centre404.org.uk)



**Bob Dowd is the Family Support Manager.**

Telephone Number: 020 7607 8762



Email: [Bobd@centre404.org.uk](mailto:Bobd@centre404.org.uk)



**Liz Atkinson is the Leisure and Learning Manager.**

Telephone Number: 020 7607 8762



Email: [Liza@centre404.org.uk](mailto:Liza@centre404.org.uk)



**Amy Morgan is the Resources Manager.**

Telephone Number: 020 7607 8762



Email: [amym@Centre404.org.uk](mailto:amym@Centre404.org.uk)



**Linda McGowan is the Chief Executive.**

Telephone Number: 020 7607 8762



Email: [linda@centre404.org.uk](mailto:linda@centre404.org.uk)

You can write to any of the managers at:



Centre 404,  
404 Camden Road,  
London  
N7 0SJ

## **How Centre 404 will deal with your complaint**



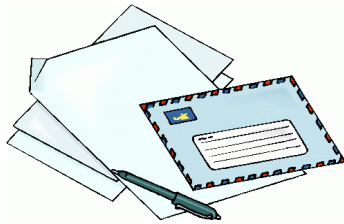
When you make a complaint, we will let you know how we are going to deal with it and when you will get a reply.



We will listen to the issues you want to raise. We will try and deal with the complaint by talking to the people involved. We will contact you to let you know how this went and if any changes or actions will be taken.

If you are not happy with the response to your initial complaint you can take it further by making a formal written complaint.

## **Step 2 - Making a Formal Written Complaint**



We will let you know that we have received your formal written complaint within 3 working days.

Formal written complaints should give details of your initial complaint, and explain what has been done so far, and why you are not happy.

We take all complaints very seriously and we will look into the issues you have raised carefully. We may have to carry out an investigation.

Within 10 working days, we will contact you to explain how the problem has been dealt with any actions that have been taken.

A record of your complaint will be kept so that we can monitor our services and make improvements.

### **Step 3 - Further Complaints**

If you are still not happy with the result of your complaint, please write to Jean Willson. This will mean that your complaint will be reported in the next Executive Committee Meeting. The Executive Committee will then decide how to deal with the problem.



**Jean Willson is the Chair of the Trustees.**

You can write to Jean Willson at: 

Centre 404,  
404 Camden Road,  
London  
N7 0SJ

## Local Advocacy Services

If you would like support to make your complaint, you can speak to any of these organisations:



F173 Riverside Business  
Park  
Haldane Place  
London SW18 4UQ

Telephone: 020 7820  
6655



Telephone: 0300 456  
2370



The Elfrida Society  
34 Islington Park Street  
London N1 1PX

020 7359 7443