
COMPLAINTS PROCEDURE

1. Purpose and Scope

Centre 404 aims to provide high quality services that meet the needs and expectations of all the people who use our many services. We constantly monitor and evaluate our services and we welcome all feedback that contributes to the further development of our organisation and its work.

We recognise that from time to time people may not be entirely satisfied with the service or support that they receive. This policy has been developed to make sure that our services remain at a high and improving standard. It sets out the procedure to follow if you are not satisfied with your dealings with our staff and/or services.

2. First Stage - Raising a Complaint

If you are not happy with Centre 404 please tell us:

- If you wish to make a comment or complaint about any aspect of our service delivery, please contact the relevant service manager in the first instance, see section 5 below.
- If you are unhappy with the service you have received from a member of staff at Centre 404, please either: approach the individual yourself and explain why you feel unsatisfied; or if you feel this is difficult or inappropriate please report it to the relevant service manager in the first instance, see section 5 below.

Once we have received your initial complaint we will decide how to deal with the issues you have raised. We will first contact you to let you know how we intend to deal with your concerns and in what timeframe you can expect a response.

In some cases we may need to investigate your concerns, alternatively we may feel it is better to try and deal with your complaints or feedback informally through discussion with the relevant people involved. We will keep you informed of any progress and let you know as soon as we can the outcomes to your complaint and any further action that will be taken.

3. Second Stage - Formal Written Complaints

If you are not satisfied with our initial response (as above) or, if you wish to raise the matter more formally in the first instance, please put the reasons for your formal complaint in writing to the relevant service manager below. Please also explain why

you are not happy with the initial response, who you have notified so far and what action has already been taken.

If you feel it is more appropriate you can address your complaint to the Chief Executive - Linda McGowan (if your complaint is relating to the Chief Executive, please write to the Chair – Jean Willson at the postal address in section 5 below).

How Centre 404 will deal with your formal written complaint

We aim to acknowledge all formal written complaints within three working days.

Centre 404 takes any complaint very seriously. We will consider the issues you have raised carefully and carry out an investigation if required. We will aim to give you a further detailed response within ten working days, setting out how the problem has or will be dealt with and any further action that is to be taken.

4. Final Stage

If, after we have responded to your formal written complaint, you are still not satisfied with the outcome, please write to the Chair – Jean Willson, who will report the matter to the next Executive Committee Meeting which will decide on any further steps required to resolve the situation fully.

Complaints will be logged with the Resources Manager and kept confidentially for monitoring and quality improvement purposes.

5. Contact details

Chair – Jean Willson, Centre 404, 404 Camden Road, London N7 0SJ

Chief Executive – Linda McGowan linda@centre404.org.uk

Housing Support Manager – Claire Curtis clairec@centre404.org.uk

Family Support Manager – Bob Dowd bobd@centre404.org.uk

Learning and Leisure Manager – Liz Atkinson liza@centre404.org.uk

Resources Manager – Amy Morgan amym@centre404.org.uk

General – general@centre404.org.uk

You can also call and speak to any of these service managers on 020 7607 8762 or write to them at Centre 404, 404 Camden Road, London N7 0SJ. In the absence of the appropriate line manager above please forward all comments or complaints to the Resources Manager or Chief Executive.

6. Accessibility Statement

If you should need assistance to read and understand this procedure we can provide an accessible version or where possible a translated version. Please contact the Resources Manager as above for further information or assistance.