

## **Adapt (North East)**

### **Complaints Procedure**

In the event that you would like to make a complaint about any of Adapt (NE)'s projects, you can do so either verbally or in writing, or by tape, to the General Manager, unless the complaint directly refers to that person. In this instance you can speak to the Administrator or any member of staff, who will put you in contact with a suitable person to deal with the issue.

If you would like to make a written complaint, but find this difficult for whatever reason, please contact the General Manager so we can arrange for an independent person to assist you.

An agreed definition of what constitutes a complaint is 'a verbal or written issue of serious dissatisfaction expressed by a client that warrants the client expressing their grievance to the organisation and requiring a response'.

The Complaints Procedure is in three stages:-

#### **Stage 1**

- The complaint is made verbally or in writing to the General Manager.
- If the complaint is not resolved then you should, if you have not done so already, put the complaint in writing and send it to the General Manager within 14 days.

#### **Stage 2**

- A written complaint will be logged and acknowledged within three working days of being received.
- The complaint will be investigated and responded to within 28 days; you will receive a response in writing.
- If you are not satisfied with the response you may appeal to the Chairperson of Adapt (NE) within 14 days of receiving the written reply.

#### **Stage 3**

- The Chairperson will take the complaint to the trustees who will review your appeal at the next meeting. Meetings are held monthly. You will be informed of the outcome, in writing, as soon as possible.

*Policy reviewed and updated 1 November 2018*