

pathways⁺

COMPLAINTS PROCEDURE

Pathways Seeks to offer the best possible service to its clients at all times, however, should a client be unhappy with the service provided they should follow the procedure below.

When a complaint is made

If the complaint is made, then the staff member will try to resolve the issue to the satisfaction of the client. If he/she continues to be unhappy then the staff member must inform him/her about the complaints procedure.

The staff member will first offer to put the client in touch with a senior staff member. If he/she is unable to help then the client will be given the address of the centre

c/o Oasis Church, Oxton Road, Wallasey, CH44 4EU

so that formal complaint can be made in writing. The Centre Leader (Anne McCabe) will then deal with the complaint. She will investigate the circumstances and report back in writing to the complainant.

If the complainant remains dissatisfied, he/she may take the complaint to the Steering Group (Sue Quinn), who will deal with the matter in consultation with the staff involved, and report in writing to the complainant of the action taken. The final arbiters in all disputes will be the Steering Group.

We understand the importance of dealing with complaints swiftly:

- We will respond to all complaints within 24 hours
- If enquiries need to be made, we will undertake these speedily and report to the Steering Group within 2 weeks of the date the complaint was made.
- If action needs to be taken we will do this within 4 weeks of the date the complaint was made.
- Where appropriate, we will report back to the complainant about action taken as soon as possible and always within 4 weeks of the date of the complaint.

17th October 2019

When a complaint is made, the staff member will complete the relevant forms and pass them to the Centre Leader who will ensure that copies are sent to the Steering Group within 7 days. It is of the utmost importance that at every stage during this procedure accurate records are kept of all conversations that take place and that copies are kept of all correspondence.

Trained Advisors

All trained advisors will be given full training on policies and procedures. If a trained advisor has a complaint about the way he/she is treated at the centre or how the centre is run, he/she should first speak to the Centre Leader (Anne McCabe). If the issue remains unresolved, they can take their complaint to the Steering Group (Sue Quinn).

The Steering Group will be kept informed of all complaints that are made.

Making the Complaints Procedure known

- All staff will be given a copy of the policy when they join the centre
- We will ensure that all staff are trained and able to give information about the Complaints Procedure if asked
- Copies of this policy will be displayed publicly.