

arch

Sexual Violence Services in Teesside

# HOW TO MAKE A COMPLAINT



We aim to provide the best possible service at all times, and with this in mind we welcome feedback from all of our clients.

If you feel unhappy or dissatisfied with any aspect of the service you have received from us then you may choose to make a formal complaint. We have a detailed complaints procedure, which is outlined in this leaflet. There are two ways you can make a complaint:

## VERBAL COMPLAINT

If you feel comfortable then please speak to a member of staff. All of our staff are trained to deal with complaints. Every complaint will be recorded and dealt with in the appropriate manner and where possible, in confidence.

## WRITTEN COMPLAINT

If your concern is more serious or you don't feel able to speak to a member of staff about it, you could alternatively put your complaint in writing. Complaints regarding individual trustees of the Executive Committee must be made in writing.

Complaints should be marked Private & Confidential and addressed to either the Chief Executive Officer or 'Chair of the Executive Committee'.

## WHAT HAPPENS NEXT?

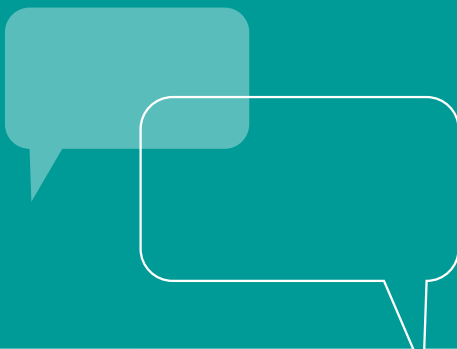
All complaints are investigated fully and wherever possible are kept confidential - though it may be necessary to contact you or other agencies for further information as part of the investigation.

You will receive written confirmation within 7 days of our receipt of your complaint, and a full investigation will follow.

We will contact you within 28 days of the investigation to let you know the outcome and any action being taken. Arch reserves the right to deal with complaints against staff via its internal grievance and disciplinary procedures.

If you are not happy with the outcome then you may appeal in writing to the 'Chair of the Executive Committee' who will ensure that the complaints procedure has been followed correctly.

In the case of complaints against the Chair or other trustees, the complainant must seek further advice from the Charity Commission if they are not satisfied with the outcome of an investigation.



For more information on our complaints procedure,  
or to make a comment or suggestion, please  
contact us at:

Arch Teesside  
22 Hoylake Road  
Saltersgill  
Middlesbrough  
TS4 3JL

01642 822335  
admin@archteesside.org  
**www.archteesside.org**

Reg. Charity No 1064568

