



New Leaf Triangle cic Complaints Procedure

New Leaf Triangle cic aims to provide the best possible support and services to individuals and families. New Leaf Triangle cic exists to provide education, therapy and fun to children, young people and adults with a range of disabilities and challenges in their life.

From time to time an individual or organisation may feel it has not had the best possible service that New Leaf Triangle cic aims to provide. In such instances it is important that a complaint is made, the circumstances investigated and necessary corrective action undertaken within reasonable time limits.

Conciliation

Anyone who is dissatisfied with any aspect of the work of New Leaf Triangle cic should contact the operational director, Lorraine Squires Shaw (Executive Director) in the first instance. The operational director will seek to satisfy any complaint by conciliation and clarification of the issues involved. Hopefully the majority of problems can be satisfied by this informal process. The operational director will reply to complainant within fourteen days of receipt of complaint.

If the person making the complaint is not satisfied by the result of the above informal process we would welcome them using the following more formal procedures:-

Formal Complaints Procedure

- 1.1 Any complaint should be communicated to the operational director of New Leaf Triangle cic, or to the Chair of the Board of Management if the complaint is about the operational director.(Contact details at the end of this policy)
- 1.2 New Leaf Triangle cic will acknowledge in writing (identifying the complaint) receipt of the complaint within three working days.
- 1.3 The operational director (or Chair of the Board of Management) shall investigate all circumstances leading to the complaint and ensure that a New Leaf Triangle cic Complaints Form is completed. (Complaints form at the end of this policy)



New Leaf Triangle cic

- 1.4 The operational director (or Chair of the Board of Management) shall inform the complainant of the result of the investigation, and any corrective action taken. This will be completed within twenty-one days unless circumstances prolong the investigation, in which case an interim report will be made to the complainant and new time-scale set.

Contact details:

Contact details of operational director: Lorraine Squires Shaw (Executive Director)

lorraine.squiresshaw@gmail.com

Tel: 0782 5653170

Contact details of Chair of the Board of Management, Alison O'Brien

alison.obrien@kandaassociates.co.uk

Tel: 0773 6672512

All complaints and positive feedback to New Leaf Triangle will be fully recorded and a report made to the Board of Management on any complaints dealt with via this procedure. A written record will be retained of complaints.

Procedure written 02/05/19, review due 02/05/21

Signed:

Lorraine Squires Shaw

Position: Executive Director

Date: 02/05/19

Review Date: 02/05/21



New Leaf Triangle Complaints Form

To proceed with a complaint please complete this form and return to the operational director of New Leaf Triangle. This form will enable the complaint to be dealt with appropriately.

Your name:

Your contact telephone number:

Your e-mail address:

Your Address:

Postcode:

Please give details of any special needs we need to bear in mind when we are dealing with your complaint and communicating with you.

Date & Time Incident Occurred:

Please give details of your complaint, stating names of staff wherever possible. Please continue on a separate sheet if necessary

(continue on separate sheet if needed)



If you have already verbally spoken to the staff member regarding your complaint please give the name of staff:

What do you think should be done to put things right?

Please note that in investigating your complaint New Leaf Triangle may require to provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

Your signature:

Date:

For Office Use

Date Received:

Date Acknowledgement Sent:

**Date Outcome of investigation
Communicated to complainant:**

Outcome of the complaint:

**Chair of the Board of Management
Signature:**

Date: