

# Complaints Procedure

## Complaints Procedure

*You can make your complaint in person, by email or in writing.*

Your opinions are important to us so we would always strongly recommend that you bring any complaint in the first instance to the attention of a member of staff so we can resolve the issue at the earliest possible opportunity. We will endeavour to deal with your complaint in a quick and timely manner, but if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress. We have a two-stage complaints procedure.



### Stage 1: Frontline Resolution

All complaints will be acknowledged.  
We will always try to resolve your complaint quickly, within **five working days** wherever possible.  
If you are dissatisfied with our response, you can escalate it to Stage 2.



### Stage 2: Escalation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1.  
We may also look at your complaint immediately as a Stage 2 complaint, if it is clear to us that it is complex or needs detailed investigation.  
We will acknowledge your complaint within **three working days**. We will give you our decision as soon as possible. This will be after no more than **20 working days** unless there is clearly a good reason for needing more time. In which case we will let you know.

*NB. If your complaint is a safeguarding matter it will be dealt with in line with our current safeguarding policy. Please report any safeguarding concerns to facility staff or external agencies (Tel: 01522 782 111 or 01522 782333) as appropriate.*