

# Complaints Procedure

## Somali Community Development Trust

23-24 Cheriton, Queen's Crescent, NW5

Complainants are requested to submit feedback in writing or talk to the centre manager/community relations person or any staff for his/her complaint to be recorded on a Feedback Form.

### 1. Receiving and Recording a Complaint

If a complaint is received, it should be recorded and the Centre Management Committee notified. Timescale: Same day complaint received

### 2. Deal with Complaint either

#### a. The community relations person

If the Community Relations person is able to resolve the complaint, that should be done and Part 3 of the Complaint Form should be completed. A copy should be sent to the complainant and a second copy to the Centre Management Committee Secretary Timescale: **Within 3 working days of complaint being received.**

#### b. (b) Pass Complaint to Relevant Person/Manager

If the Community relations person is unable to resolve the complaint, it should be passed to the most appropriate person, if known, or to the Chair of the Centre Management Committee. In this case, the Community relations person should inform the complainant that they can expect a response within 15 working days. Timescale: Within one working day of complaint being received.

### 3. Responding to the Complaint

The appropriate person identified by the community relations person or the centre Manager should investigate the complaint and respond to the complainant in full with the findings of their investigation and description of any action to be taken including action to prevent recurrence in the future Timescale: Within fifteen working days of complaint being received.

### 4. Reporting Complaints

When the complaint has been dealt with, please pass a copy of the completed Complaint Form and all associated correspondence, emails etc. to the Centre Management Committee Secretary. Any complaints should then be reported to the next meeting of the Committee.

## **Complaints Procedure**

5. The Centre Management Committee should review complaints on an annual basis at the final meeting of the academic year to ensure that they have been resolved appropriately and that no further action is required.

# Complaints Procedure

## Centre Complaint Form

The person making the complaint must complete parts 1 and 2 of this form or ask staff to complete for them and it should be given it to the Centre community relation person. The person dealing with the complaint should complete Part 3.

### Part 1: Complainant Details:

Name:	Title:
Organisation if any:	Phone Number: E-mail address:
Address:	
Complaint received (date):	

### Part 2: Details of Problem:

Please provide full details of the nature of the problem (ensure you include all facts clearly)
-------------------------------------------------------------------------------------------------

Signature: .....

Date: .....

# Complaints Procedure

Part 3: Details of Problem Resolution:

Part 3 completed by insert name:.....

Date: .....