

COMPLAINTS PROCEDURE

WE CAN ENSURE THAT ALL COMPLAINTS ARE TAKEN VERY SERIOUSLY AND WILL BE FULLY INVESTIGATED AND APPROPRIATE ACTIONS WILL BE TAKEN

The complaints procedure has 3 stages:-

STAGE ONE

At home level:

This is when you contact the home manager at Approach Lodge, you can do this by filling in the attached form, writing a letter or making a telephone call. At stage one, the person making the complaint will receive a written acknowledgement within two working days.

Every effort will be made to send you a full response within one week or in the rare occasions when this is not possible, we will provide an update on progress made and explain the reason for the delay. This letter will give some indications of when the investigation will be completed.

STAGE TWO

However, if you are not satisfied with the response you receive from the home manager at stage one, you can contact the responsible person. This should be requested within one week of the date of the final written response or meeting. The request should normally be made in writing but there may be exceptional occasions when it is acceptable for it to be made verbally. The responsible person will acknowledge within two working days to update you on the progress.

STAGE THREE

If you are dissatisfied with result of the responsible person, you can take your complaint to CSCI. Address as listed below.

Andrew Azzopardi (Responsible person)
1 Chequers Parade
Ripple Road
Dagenham
Essex
RM9 6RT

CSCI
Address to be informed



COMPLAINTS FORM

Please fill in this form if you wish to make a complaint

We will not give your name or any details on this form, to anyone who does not need them. However, we may talk to people, perhaps outside Approach Lodge, so that we can take the right action.

Name.....
Your Address.....
.....
.....
.....Postcode.....

Your telephone Number:
Home.....
Work.....

Are you complaining on behalf of the resident?

Yes No

The name of the resident.....

Have you complained about this before?

Yes No

What was the name of the person you spoke/wrote to?
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Do you know the date of which you complained?
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Signature..... Date.....

Brief outline of your complaint:

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<p>Office use only</p> <p>Ref.....</p> <p>Date received.....</p> <p>Manager’s Signature.....</p>
