

## **COMPLAINTS PROCEDURE**

If you are unhappy with the service you have received, please write to the Operations Manager, Splitz Support Service, 29 Duke Street, Trowbridge, BA14 8EA. We will acknowledge your complaint within 10 working days. We may ask you for further details to help in the understanding and consideration of the complaint. All correspondence relating to the complaint will be kept in our Complaints file. We will keep our trustees informed of the number and nature of any complaints.

### **Initial Complaint**

An investigation shall be undertaken regarding the circumstances leading to the complaint. The Operations Manager will provide a written response within 4 weeks of receiving complete details. There will be a clear explanation of any action that will be taken, noting action already taken.

### **Second Stage**

If you are not satisfied with the result of the investigation or the way your complaint has been dealt with, you have the right to appeal. You should write to the Executive Director. Please let us know if you require assistance with this.

The Executive Director will write to you within 7 working days acknowledging receipt of your appeal. The Executive Director will also inform you that you will receive a written response within 4 weeks with an explanation of all findings and any actions taken or that will be taken. You may be asked to provide further information to help us clarify any issues.

### **Appeals Proceeding**

On receipt of a letter of appeal, the Project Coordinator is to:

- Record letter in Appeals and Complaints Log
- Inform the Operations Manager
- Prepare an Appeals Panel
  - The panel is to consist of 3 people: the Operations Manager, a trustee or independent staff member, and an independent adviser
- Prepare documentation for the appeals panel
  - Copy of letter of appeal
  - Copy of support worker's statement
  - Copy of appeals proceedings
  - Other documentation or legal guidance
- Inform all parties of date and venue of appeal hearing

### **Decisions**

It is expected that the panel will make a decision on the day, and this will be given to all parties in writing. The decision of the appeals panel is final. No further appeals can be entered into.

## **General Principles**

We will deal with your complaint as quickly as possible. If we are unable to do so we will keep you informed of progress and the reason for the delay.

At all stages of the complaints process we will:

- Help you express your complaint.
- Discuss the complaint with you to clarify issues.
- Help you understand the procedures and your rights under these procedures.
- Treated you with respect and consideration.
- Keep you informed of progress and any remedial action we have taken, or will take.

You have the right to be accompanied by a relative or friend when we meet.

Our Trustee Board are informed about all complaints.

## **Contacting Us**

Executive Director: Fran Lewis, 01225 777724, [fran@splitz.org](mailto:fran@splitz.org)

Chairman of Trustees: Paul Shotton

Please write to us at this address:

Splitz Support Service  
29 Duke Street  
Trowbridge  
BA14 8EA