



Complaints Policy - Service Users

Saffires is committed to providing a high quality service, and as we do that we want to make sure our clients are pleased with the services they receive. You should complain if:

- you feel that you have not been given the support you need from volunteers or staff
- you believe you have been treated unfairly by volunteers or staff
- you feel that you have been discriminated against

We will deal with every complaint properly and try our best to solve it. We will keep a copy of your complaint and will write to you to let you know we've got it.

The stages below show you how your complaint will be dealt with, if we can't solve the problem in any other way.

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| Stage 1 | Please try and talk to the person you are complaining about and see if you can sort it out together. |
| Stage 2 | <p>Write down what or who your complaint is about. You need to include the date you wrote it and your name and address. Try to give as much detail as possible and make sure you include the date the incident happened (if relevant) and the names of any other people involved.</p> <p>If you can't or don't think you can make the complaint yourself, you can ask a someone else to do it for you. A family member or friend could help you or you can contact the Citizens Advice Bureau. If somebody writes the letter for you, please make sure that you sign it yourself or we will not be able to investigate the matter for you.</p> <p>You should complain within 4 weeks of the event happening or you realising that you have something to complain about. After this time it may prove difficult to investigate the matter properly.</p> <p>We will write to you within 10 working days after we get your letter. We might arrange a meeting with you to talk about your complaint so we can understand more, and we will do this within 4 weeks of getting your letter. You can bring somebody with you to that meeting,</p> |
| Stage 3 | If you do not feel that the situation has been dealt with properly in stages 1 and 2 you can arrange a meeting with the Saffires Project Coordinator(s). We will write to you within 28 days. |
| Stage 4 | <p>If you are still unhappy, you can take your case to the Management Committee of Saffires, who will discuss the matter at their next meeting. Their decision is final, and they will try to bring a solution that both people are happy with.</p> <p>You can write a letter to the management committee at the address below:</p> <p>Saffires Management Committee % Knighton Free Church Brinsmead Road Leicester LE2 3WB</p> |

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| | <p>If you can't write a letter, please contact the Saffires office where they can tell you another way to get in touch.</p> |
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| | <p>The management committee will write you a letter within 28 days of getting yours.</p> |
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Confidentiality

Your complaint will only be heard by the people involved and anyone else who needs to hear about it for us to be able to deal with it.