



Everyone Deserves to Reach Their Potential

Complaints Procedure

Introduction

- Gateway into the Community is a registered charity. We have set 'Quality Standards' to try and ensure that members of the public receive a high quality and reliable service.
- Our Complaints Procedure considers complaints about the service given to members.

If you have a complaint

- In most circumstances, if you are unhappy with any aspect of Gateway into the Community, you should discuss your concerns with the worker or the Chief Executive.
- If you do not wish to discuss the matter with the Chief Executive, or you wish the matter to be taken further, a letter of complaint can be sent to Gateway into the Community's Management Committee. Please mark all letters 'Private and Confidential and for the attention of the Management Committee'. Letters will be passed unopened to the Management Committee Chairperson.

What we will do if you have a complaint

- If you wish to talk to an advocate to help you through the complaints procedure Gateway into the Community can give you details of advocacy services available within your local community.
- The person or Committee dealing with the complaint will gain information from all parties involved in the complaint.
- All discussions about the complaint will be strictly confidential.
- Anyone involved in the complaint will not be involved in the process determining whether to uphold a complaint.
- You will be told how we are going to deal with your complaint within seven days of your complaint being received.