



COMPLIMENTS AND COMPLAINTS PROCEDURE

POLICY STATEMENT

The Link CT aims to provide a high-quality and responsive service. In order to ensure this we need to take account of the views and wishes of the children, young people, adults and families we support. The Link CT welcomes every opportunity to monitor and improve our service and having a “complaints and compliments” policy and a clear procedure for resolving complaints is one way of doing this.

Complimenting Our Service

Compliments are valuable, welcome and important and when they are received, either verbally or in writing, they will be recorded.

Compliments enable The Link CT to:

- Understand that our service is being provided to the child, young person and/or families' satisfaction
- Provide positive feedback to our staff
- Influence our organisational and service development

Complaining about Our Service

The Link CT is committed to providing an efficient service for its service users, clients and customers. In order to achieve this, The Link keeps up to date with technology and employs well trained, dedicated staff.

Unfortunately there may be occasions where we will fall below our own high standards and we recognise the concern this can cause and have implemented a procedure designed to minimise the inconvenience to our customers.

It is the policy of The Link CT that all service user, client and customer complaints are taken seriously and are dealt with in a uniform way and that the customer receives a first acknowledgement from the recipient of the complaint within two working days. A proposed resolution to the complaint should be issued to the customer within ten working days. If for any reason there is an unavoidable delay in issuing a response to the complaint, the customer must be informed and a new deadline issued/agreed.

All complaints will be dealt with by a designated person so that the individual raising the complaint has a definite point of contact. All customers can contact this designated person if they have any questions or queries or if they wish to enquire about the progress of the complaint.

Should any customer be dissatisfied with the handling of a complaint at any time, they should inform the designated person who can determine the most appropriate person to respond.

If you are still dissatisfied having followed all the stages as above, you should put your complaint into writing and sent it to:

Christine Blinkhorn
The Managing Director

The Link Charitable Trust
Room 15, Palace Hub, 28-29 Esplanade, Redcar, TS10 3AE, 01642 989198
Reviewed: January 2022



Next Review : January 2023