

# **Thomley** **Complaints Procedure (formal)**

## **PUTTING THINGS RIGHT**

### **Thomley's responsibilities**

Thomley is a recreational facility for disabled children, adults, their families, friends and schools. Its aim is to achieve the following outcomes.

- To increase self esteem, health, confidence, social and physical skills of disabled children, their siblings and friends through accessible play, recreation and informal education.
- To provide parents and carers with opportunities to meet others who have disabled children, to lessen their isolation and to increase their ability to support their children through play and access to information.
- To raise awareness amongst the community, to encourage understanding and acceptance of disability issues, and to increase ability to include disabled children within their own community activities.

### **What is a complaint?**

A complaint is any written or spoken expression of dissatisfaction with the service you receive from Thomley.

We would hope that most problems could be resolved by simply talking to a member of staff. If, however, this is not appropriate, or you are not satisfied that the problem has been resolved or handled to your satisfaction, you may wish to make a formal complaint.

### **Our promise to you**

Thomley aims to provide a first class service to all its customers. We will therefore:

- Treat all complaints seriously and deal with them properly;
- Resolve complaints promptly whenever possible;
- Learn from complaints and take action to improve our service.

### **How to make a complaint**

Your complaint can be sent to us by post or email. You can, if you wish, use the form which is obtainable from the office to make your complaint; alternatively, you may wish to write to us. In all cases, you should aim to provide as much relevant information as possible. Please also include your contact details in case we need to obtain more details from you.

### **Who should I send the complaint to?**

All complaints should be sent to the Service Manager at the following address:

Thomley  
Menmarsh Road  
Worminghall  
Bucks.  
HP18 9JZ

### **What happens next?**

Once you have submitted your complaint you will receive an acknowledgment from us that your complaint has been received. If you do not receive an acknowledgment within seven working days of submitting your complaint, please contact the Service Manager on:

Tel. (01844) 338 380 ext 102

### **How long will it take before I receive a detailed response to my complaint?**

In acknowledging receipt of your complaint, we will give an indication of how long it will take to send you a detailed response. In most cases, we would aim to provide a detailed response within ten working days. However, this may not always prove possible especially if we need to obtain further information from someone. If it proves impossible to send a detailed answer to your complaint within the time originally indicated we will write to you again explaining the reason why and give you a new deadline.

### **Who will deal with my complaint?**

All complaints will be managed by the CEO or Service Manager and raised before the HR Trustee Committee.

### **What happens if I am not satisfied with the answer which I receive from Thomley?**

If, following our response, you are not satisfied, you can ask for your complaint to be referred to the HR Trustee Committee for them to subsequently comment. Alternatively, you may wish to write directly to them at the following address:

HR Trustee Committee  
Thomley  
Menmarsh Road  
Worminghall  
Bucks  
HP18 9JZ

If you still remain unhappy you may ask for your complaint to be submitted to the Trustees Management Team where the Chair will investigate your complaint and how it has been handled.

January 2016

## Appendix A: Complaint Form

The person who experienced the problem should normally fill in this form. If you are making a complaint on behalf of someone else please fill in Section B also. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned.

### A. Your details

Surname	
Forename(s)	
Title: Mr/Mrs/Ms/other	
Address and postcode	
Daytime phone number	
Mobile phone number	
e-mail address	

How would you prefer us to contact you? \_\_\_\_\_

### B. If you are making a complaint on behalf of someone else, what are their details?

Their name in full	
Address and postcode	
What is your relationship to them?	

Why are you making a complaint on their behalf?	
---	--

**C. About your complaint (continue your answers on separate sheets of paper if necessary)**

C.1 The nature of the complaint

C.2 What do you think was wrong or not done?

C.3 Describe how you have been affected.

C.4 When did you first become aware of the problem?

C.5 If it is more than three months since you first became aware of the problem, please give the reason why you have not complained before.

C.6 What do you think should be done to put matters right?

C.7 Have you already put your complaint to a member of staff? If so, please give brief details about how and when you did so.

**Signature of complainant:** \_\_\_\_\_ **Date:**

**Signature if you are making a complaint on behalf of someone else**

**Signature:** \_\_\_\_\_ **Date:**

Please send this form and any documents to support your complaint to:

Services Manager  
Thomley  
Menmarsh Road  
Worminghall  
Bucks  
HP18 9JZ  
January 2016