

How to Make a Complaint

At Relate we want to hear your views on our services. It helps us to learn, improve and provide the service that you want. Please don't hesitate to tell us if you are unhappy with our service in any way. We will endeavour to resolve your complaint to your satisfaction.

To make a complaint, please speak to the manager of the service you used. You will find their contact details in the box at the bottom of page two of this document. Many complaints can be resolved in a straightforward way via a telephone call or email to the Centre Manager. If you have taken this step and are still not satisfied, you may wish to take things further. You can do this by using our formal "Complaint Procedure" which is outlined below.

1. Making a Complaint

Please do this as soon as possible after the event. Please put your complaint in writing and send or e-mail it to the Centre Manager at the address in the box at the bottom of page two of this document.

- Tell us if you already talked to someone at Relate about your complaint and what happened. If you haven't felt able to talk to anyone at Relate about it please say why this was.
- Explain what it is you are complaining about and give as much detail as you can including times, dates and places.
- If your complaint is about a person please give their name.
- If you are complaining about a person, they will be given a copy of your complaint. We will not give them your contact details.
- Please include copies of any documents which may support your complaint
- Please include the name(s) and contact details of anyone else who could provide useful information in the complaint investigation.
- Please give your name and contact details.
- Please date your complaint

You can ask someone else to write your complaint for you. The Centre Manager can do this for you if you telephone or call in. They will write up your complaint, read it back to you and give you a copy to keep

2. Acknowledging your Complaint

The Centre Manager will write to you and confirm that they have had your complaint.

3. Investigating your Complaint

The Centre Manager is responsible for handling your complaint and making sure there is a full investigation. They may contact you or ask to see you to discuss your complaint. If you do this face to face you may bring someone with you who is not connected to the complaint. If your complaint is about the Centre Manager your complaint will be dealt with by the Centre's Chair of Trustees.

4. Responding to your Complaint

The Centre Manager will write to you within 4 weeks of your complaint telling you the result of the investigation. They will tell you whether your complaint has been upheld or not. The letter will also tell you where you can appeal if you are not satisfied.

You can withdraw your complaint at any time. Write to the person handling your complaint

How to Appeal

If you are not happy with the outcome of your complaint you may appeal. The letter about the result of your complaint will tell you who to send your appeal to.

Appeal Procedure

1. Request an Appeal

Write to the person handling your appeal. Give the reasons that you do not agree with the outcome of your complaint and ask for an appeal. Please try to do this within 4 weeks of getting the letter about the result of your complaint. Please include your contact details.

2. Acknowledging your Appeal Request

The person handling your appeal will write to you to confirm they have had your letter.

3. Conducting Your Appeal

The person handling your appeal will look at the original investigation to make sure it was done correctly. They might get in touch with you to ask questions about your complaint and they might bring in an independent person who might also get in touch with you. If you do this face to face you can bring someone with you who is not connected to the complaint. The Complaints Officer will then consider whether the complaint was reasonable.

4. Result of Your Appeal

You will get a letter within 8 weeks of your appeal telling you the result. If your complaint has not been upheld after appeal you might be able to appeal to an independent body and if so the letter will give you details.

Centre Manager contact details:

Hazel Hewett
Relate London North West
Civic Centre Complex,
Station Road, Harrow HA1 2XH

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