

# Customer Complaints

Threshold is committed to providing a quality service. Having a robust complaints policy and procedure helps us to improve our interactions and interventions with and for service users. The purpose of the complaints policy is to ensure that complaints to Threshold are dealt with fairly and complainants can express relevant problems or concerns they may have and to have them resolved quickly and satisfactorily.



## Who can make a complaint?

Anyone who wants to complain about Threshold.



## How do I make a complaint?

Complaints must be made in writing to the relevant service manager. Your complaint will be recorded and you will be informed of what will happen next, how long it will take and what can happen if you are not happy with the outcome.



## How long do I have to make a complaint?

We recommend that issues are addressed as soon as possible and all complaints should be made within 28 days of the issue you wish to make the complaint about.



## Complaints Process

Most complaints can be resolved informally but where you wish to make a formal complaint there is a two stage process:



**Stage 1:** Complaints must be made in writing to the relevant service manager (provision can be made for complaints to be made in person or by phone where the complainant has literacy difficulties). This will usually be acknowledged within 5 working days of receipt and a full response will be provided within 10 working days.

**Stage 2:** If you are not satisfied with the response you can appeal to the Chief Executive of Threshold, or (if the original complaint was made to the Chief Executive of Threshold) to the Governance Committee of the Threshold Board of Directors, who will investigate the matter. This will usually be acknowledged within 10 working days of receipt and a full response will be provided within 20 working days.

## Recording of Complaints

Threshold will keep a record of all complaints made and the steps undertaken in responding to the complaint. The decision of Threshold will be final.



# Complaints Form



First Name:

Last Name:

Address 1:

Address 2:

Address 3:

Address 4:

Phone:

Email:

Please outline your complaint:

What steps have been taken to deal with your complaint?

How would you like this issue to be resolved?