

# The Whitechapel Centre

## Complaints Procedure

The Whitechapel Centre is committed to providing high quality services at all times. We welcome your comments and feedback about the work we do. If something goes wrong, we need you to tell us about it. This will help us to improve our standards. We will, however take steps to protect our staff against malicious complaints which are proved to be unfounded.

This procedure sets out what you should do if you have a complaint.

If you currently receive services from The Whitechapel Centre, or are complaining on behalf of someone who uses our services, you should follow the procedures from **Stage 1** unless your concerns address our safeguarding procedures for vulnerable adults, children and young people, in which case, please go straight to **Stage 2** of this procedure and speak to a manager.

Please be assured that The Whitechapel Centre will endeavor to continue to provide relevant support in accordance with the agreed support plan to those who use our services throughout the complaint process.

If you do not receive services from The Whitechapel Centre, you should address your complaint to our Services Manager at the address given at the bottom of this procedure. See **Stage 3** of the procedures for further details.

### Stage 1

- If you are unhappy with any aspect of the service being provided by The Whitechapel Centre, you should first try to discuss the matter with your named worker, if one has been assigned or alternatively any other member of staff. If you are not happy with the worker's reply or you think it would be inappropriate to speak to the worker assigned to the case, go to **Stage 2**.

### Stage 2

- Contact the worker's line manager with details of your complaint, or matter of concern, by ringing 0151 207 7617 and asking to be put through to the worker's manager or by writing to the manager at the address given at the bottom of this page or to email address [info@whitechapelcentre.co.uk](mailto:info@whitechapelcentre.co.uk).
- In exceptional circumstances complaints can also be made in person at The Whitechapel Centre's premises at Langsdale Street, Liverpool L3 8DU.
- The manager will encourage and help you to complete a complaints form and will undertake a full investigation. We will discuss your concerns with you in person or by telephone if a meeting cannot be arranged. Details of the investigation and outcome will be recorded for audit and monitoring purposes. Please note that if you decide, when meeting the manager, that you do not wish to proceed with the complaint, we will still record the issues you have raised. If you make subsequent verbal complaints, the manager will require the complaint to be formalized in writing before pursuing an investigation.
- The manager will write to confirm the outcome of your complaint and any solutions which have been agreed within 10 working days of this discussion. If you do not want to discuss the matter or a meeting is not possible, the manager will send you a written reply to your complaint, including his/her suggestions for resolving the matter, within 20 working days of acknowledging receipt of your complaint.
- If you are not happy with the manager's reply, or the complaint concerns a team manager go to **Stage 3**.

### Stage 3

- You should contact our Services Manager with details of your complaint by ringing 0151 207 7617 or by writing to the address given at the bottom of this page or to email address [info@whitechapelcentre.co.uk](mailto:info@whitechapelcentre.co.uk). If you are contacting our Services manager to appeal against a decision made at Stage 2 of this procedure, you should provide details of why you are not satisfied with the outcome of the investigation at Stage 2.
- The Services Manager will encourage and help you to complete a complaints form and will undertake a full investigation into the complaint, wherever possible discussing your concerns with you in person or by telephone if a meeting cannot be arranged. Details of the investigation and outcome will be recorded for audit and monitoring purposes. Please note that, if you decide when meeting the Services Manager that you do not wish to proceed with the complaint, we will still record the issues you have raised. If you make subsequent verbal complaints, the Services Manager will require the complaint to be formalized in writing before pursuing an investigation.
- The Services Manager will send you a written reply to your complaint, including his/her suggestions for resolving the matter, within 28 days of acknowledging receipt of your complaint.
- If you are not satisfied with the Services Manager's reply or the complaint concerns a Senior Manager go to **Stage 4**.

### Stage 4

- Write to the Chair of The Whitechapel Centre's Management Committee at the address given at the end of this procedure. In your letter you should provide full details of your complaint and if you are appealing against a decision made at Stage 3 of this procedure, you should provide details of why you are not satisfied with the outcome.
- The chairperson will complete a thorough investigation and will either:
  - a) Write back to you with their reply within 28 working days or
  - b) Arrange a meeting with you within 28 working days and then send a written reply to your complaint within 15 working days of the meeting.

The decision at this stage is final.

If we have to change any of the timescales above, we will let you know and will explain why.

You may seek advice from your local CAB should you wish to make a complaint through an independent body.

Any service user who makes a complaint under the terms of this Procedure is entitled to bring someone with them to any pre-arranged meeting if they so wish.

Please notify us if you would like assistance in following this Procedure or in writing a letter at Stage 4 of the procedure.

### Consent for Third Party Representation:

If you are a family member or advocate acting on behalf of a service user who wishes to make a complaint, it is essential that we have written consent from the complainant before we correspond with you. This consent should clearly state that the complainant has agreed to you, their representative, acting on their behalf and should be signed and dated by them.

**Correspondence Address:** The Whitechapel Centre, Langsdale Street, Liverpool L3 8DU