

Gatehouse Guest Complaints Procedure 2019

Raising concerns and complaints

1. In the first instance to raise any complaints please talk to the Co-ordinator managing the session or a Project Worker. If you are not sure who they are then, please ask.

Raising concerns and complaints more formally

2. If you are still not happy with the outcome of your complaint, raise any concerns verbally or in writing to the Operations Manager. If you are not sure who this is, then please ask.

What to do next if you are not happy that your complaint has been resolved

3. Put your complaint in writing to Kat, who is the Project Director. If you need support with writing the complaint, then please ask for help from a volunteer or staff member.

The Project Director will respond in writing to your complaint in conjunction with the Gatehouse Chair of Trustees within 28 days.