

# Gatehouse Guest Complaints Procedure 2024

## Raising concerns and complaints

- In the first instance to raise any complaints about the Gatehouse services 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

- If you are not happy with the outcome of your informal complaint, raise any concerns verbally or in writing to the Operations Manager. If you are not sure who this is, then please ask. If you need support with writing your concerns down, ask a volunteer or Project Worker to help you.
- The Operations Manager will work alongside you and where possible take action to try and resolve your complaint.

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

- Put your complaint in writing to Kat, who is the CEO. If you need support with writing the complaint, then please ask for help from a volunteer or staff member. Or you can email/call/text Kat at [katrina@oxfordgatehouse.org](mailto:katrina@oxfordgatehouse.org) or 07773333728.
- The CEO will work alongside you and respond in writing to your complaint in conjunction with the Gatehouse Chair of Trustees within 28 working days.