Complaints are expressions of concern or dissatisfaction. As a centre we would ask any individual that has a complaint to make it as soon as possible after the issue has occurred in order to allow the best outcome and to ensure that the complaint can be dealt with as thoroughly as possible, as such the centre feels it necessary to time limit any potential complaint to a maximum of 12 weeks after the incident as it is believe that any further lapse of time will make it impossible to investigate appropriately.

In order to make a complaint we request that you complete each of the boxes below, we must insist that these are completed in full in order that we may consider your complaint.

|  |  |
| --- | --- |
| Name |  |
| Address  |  |
| Post Code |  |
| Contact Number |  |
| Email address |  |
| The date the issue occurred (please be aware we cannot accept complaints that are older than 12 weeks, due to the difficulty in investigating the same).  |  |
| What service does this your complaint relate to? |  |
| Nature of complaint (please provide date, any individuals involved, full description of what you were dissatisfied with and any evidence to support your complaint) |  |
| Name of individual/s you wish to complain about (if applicable) |  |
| What outcome would you like to happen in relation to the complaint? |  |

If your complaint is about a member of staff please email your complaint to info@swintonlock.org.uk If your complaint relates to the CEO please email Rebeccaswift@swintonlock.org.uk your complaint with regards to this will be forwarded to the board of trustees to consider and any clarification/responses will be sent by Rebecca Swift on behalf of the trustees.

Once your complaint is received we will endeavour to deal with the same within 30 days of receipt. We may contact you in the interim to ask for clarification or further information in order that we can deal with your complaint thoroughly. We will send you notification of the outcome of our investigation into your complaint. Should you feel dissatisfied with the outcome of the investigation you can appeal against the outcome and request this be considered by the Chair of the Board of Trustees who will instruct a member of staff on the outcome of their investigation within 21 days. This decision will be final and no further correspondence will be engaged in regarding the same.