Complaints
Procedure and Expectations

Certitude
31-33 Lumiere Court
209 Balham High Road
London, SW17 7BQ
Telephone: 0208 772 6222
Email: Complaint@certitude.org.uk

Registered as a Community Benefit Society with charitable status 27062R

Informal Complaint

- Tell a member of staff your complaint
- They will offer you the chance to fill in a complaints form or will write down what you say
- A proposed plan of action or response should be agreed within 5 working days
- If you are not happy with the outcome, you can raise a formal complaint

Formal Complaint

- Tell a member of staff you wish to make a formal complaint
- The staff member should ensure that they bring the complaint to the CEO, or if absent, an ET member, as quickly as possible
- Or: complete a formal complaints form and send directly to the CEO at Lumiere Court
- Once received, your complaint will be acknowledged within 3 working days
- The CEO will assign an Investigating Officer. The Investigating Officer will contact you and keep you updated.
- The CEO will aim to provide a formal response within 20 working days
- If the investigation is going to take longer, a progress update should be provided to the complainant
- If you are unhappy with the response, there will be the opportunity for further review
- A response will be provided within 20 working days
- If you are unsatisifed with the response, the matter can be referred to CQC, Social Services, and/or housing association as appropriate

Expectations

- The informal / formal **procedure** will be adhered to and followed.
- **Timeframes** will be monitored by the Quality Programme Manager and you will be informed of any changes to those set out in the procedure.
- Your complaint will be investigated, and you will be informed of the **outcome** to your complaint.
- **Action** will be taken to prevent reoccurrence of your complaint.
- Organisational **learning** will be captured and implemented.