Complaints
Procedure and Expectations



Making a complaint



Tell a member of staff you wish to make a formal complaint.



The staff member will help you to send your complaint to the Chief Executive at Certitude's Head Office.



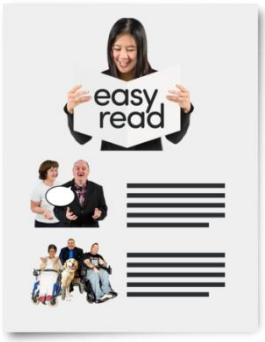
Aisling Duffy, Chief Executive, will let you know she has received it within 3 working days.

Certitude, 31-33 Lumiere Court, 209 Balham High Road, London SW17 7BQ.
Phone: 020 8772 6222 | **Email**: complaint@certitude.org.uk | **Web**: www.certitude.org.uk



The Chief Executive will assign a member of staff to investigate your complaint.

They will speak with you about your complaint and keep you up to date with progress.



Aisling Duffy, Chief Executive, will write to you with a response to your complaint within 20 working days.



If the letter is going to be late, you will be told about this.

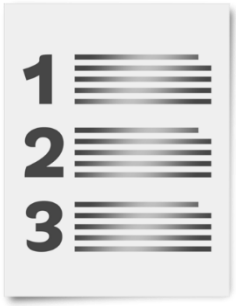


If you are unhappy with the response, you can contact Aisling again.

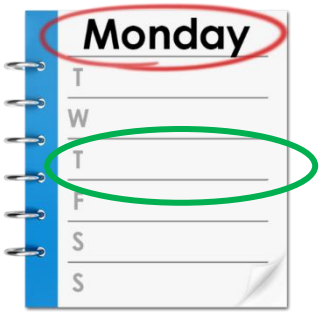
If you are still unhappy, you can contact CQC.

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What you can expect



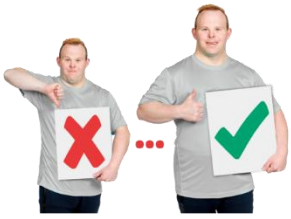
The procedure will be followed.



Timeframes will be monitored, and you will be informed of any changes.



Your complaint will be investigated, and you will be informed of the outcome.



Action will be taken to stop your complaint from happening again.

All of Certitude will learn and make changes to improve the support it provides.

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