

Client Complaints Procedure

1. A client who wishes to complain about the service provided by the One to One Project must do so in writing.
2. The written complaint should be sent/delivered to the office at: Nelson House, Bergen Way, King's Lynn, PE30 2JG addressed to the Project Manager, unless against the Project Manager, in which case the complaint should be addressed to the Chair of the Management Committee and marked 'Private and Confidential.'
3. The Project Manager will acknowledge receipt of the complaint and forward a copy to the Chair of the Management Committee.
4. The Project Manager will take appropriate steps to deal with the complaint and inform the Chair of the proposed action.
5. A record should be kept of the complaint, the action taken and copies of any written replies.
6. All complaints must be dealt with, in the first instance, within two weeks of receipt of the complaint.
7. Complainants who do not agree with the initial response from the Project Manager will have their letter acknowledged in writing, a copy of which will be forwarded to the Chair of the Management Committee.
8. The Chair will appoint a member or members of the Management Committee to investigate the complaint independently of the Project Manager and the Chair.
9. A written report will be prepared and presented to the Chair and recorded with all previous correspondence.
10. The Chair will reply in writing to the complainant based on the findings of the Management committee.
11. No further action will be taken if the complainant is satisfied with the content of the letter (see 10 above). If the complainant is not satisfied the matter will be discussed by the full Management Committee
12. A final response to be forwarded to the complainant following the Management Committee meeting (see 11 above).