

# *Sanctuary Trust Complaints Procedure*

Sanctuary seeks to provide its Service Users with good quality support and supported accommodation. Should you therefore feel you have a complaint against the Trust, its staff or the service it provides, you should follow the procedure below. Your complaint will be dealt with confidentially.

## *Stage 1*

Inform the Duty Staff Team Leader or person in charge of the type and nature of your complaint who will, after discussion, decide upon and inform you of the appropriate actions to be taken. Response will be within 7 days.

## *Stage 2*

If you are dissatisfied with the response, you may complain to the Regional Manager either in writing or by arranging a meeting (The Sanctuary Trust, Senior Management, Office 9 Champness Hall, Drake Street, Rochdale, OL16 1PB). The Director or member of the senior management will acknowledge your complaint within one working week. You will be informed of any appropriate action to be taken within one calendar month of your complaint being received or heard.

## *Stage 3*

If you are dissatisfied with the response, you may complain to the Management Committee either by letter or in person with the same rules and time scale as laid out in Stage 2. Send your complaint marked Private and Confidential to The Management Committee, Office 9 Champness Hall, Drake Street, Rochdale, OL16 1PB.

## *At any stage*

You may be able to obtain advice from a Citizens Advice Bureau, Law Centre or Solicitor. You may also make a complaint with the help of anyone you choose to act as advocate for you. If you require more information or advice contact the Project Team Leader.

As a matter of course, the Project Team Leader will keep a record of all complaints and suggestions which will be submitted at each meeting of the Management Committee.

Any suggestions to improve the facilities or the smooth operating of the service may be made at any reasonable time.

Complaints online available at:

<http://www.sanctuarytrust.org.uk/contact/compliments-concerns-and-complaints>