

Sanctuary Trust Complaints Procedure

Sanctuary seeks to provide its Service Users with good quality support and supported accommodation. Should anyone therefore feel they have a complaint against the Trust, its staff, or the service it provides, they should follow the procedure below. The 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 Line Manager of the person preferably in writing or in case you have difficulty writing by arranging a meeting. The Line Manager 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 from any lower levels of management and the complainant wishes to submit their case to the CEO and/or Trustees, it will be necessary for the complaint to be put in writing, and evidenced, prior to the provision of any meetings. The same rules and time scale as laid out in Stage 2 apply. Send your complaint marked Private and Confidential to The Management Committee, Office 9 Champness Hall, Drake Street, Rochdale, OL16 1PB. Or via email to director@sanctuarytrust.org.uk

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>