



## **Complaints Procedure** **Service Delivery**

Multi-Cultural Family Base aims to provide a quality, accessible service to its members and others who seek its help and support. Users of Multi-Cultural Family Base's service have a right to make a complaint or suggestion about the service they get from us.

Members of staff will deal with many complaints informally by speaking to the person making the complaint and recording the complaint as part of the monitoring of the services. The complaints book and any correspondence will be kept confidentially in a locked cabinet.

The Complaints Procedure is to help individuals and organisations to make suggestions and complaints where they feel that an informal complaint has not resolved the matter to their satisfaction.

- Have you been refused a service from Multi-Cultural Family Base?
- Do you feel dissatisfied with any service given by Multi-Cultural Family Base?
- Are you unhappy about the way you have been treated by any person associated with Multi-Cultural Base?
- Do you have any suggestions you wish to make to help Multi-Cultural Family Base improve and develop its work?

### **How to Make a Complaint**

You can make a complaint verbally to a member of staff. The member of staff will put your complaint in writing with your agreement, or if you prefer, a representative or colleague may do this for you. The staff member, representative or colleague will then pass the complaint to the Chief Executive or Chairperson of the Personnel Sub Group of Multi-Cultural Family Base

**Or**

You can make a complaint in writing directly to the Chief Executive or the Chairperson of the Personnel Sub Group who will:

- Let you know they have received it within 7 working days
- Send you a copy of Multi-Cultural Family Base Complaints Procedure
- Look into your complaint

You can involve a representative or colleague both in supporting you to make your complaint and in any meetings where the complaint is being looked into.

You will get a written reply to your complaint within two working weeks

If you are not satisfied with the written reply, you can ask to meet with the member of staff concerned and the Chief Executive or the Chairperson of the Personnel Sub Group to discuss the matter in detail and try to resolve it.

We will write to you with the result of the complaints meeting, usually within 2 working weeks of the meeting.

If you are not satisfied with the result of the complaint you may appeal to the Chairperson of the Board, as long as you do this within 28 days of getting the written note of the result.

If you are still not satisfied, you can contact the Multi-Cultural Family Base Board, which will form a small working group to deal with the complaint. You will be told of the result as quickly as possible. The decision of the working group will be final.

**Adopted at Multi-Cultural Family Base Board Meeting on 24/08/04**