Cheetham Hill Advice Centre
Complaints Procedure

1. Complaints should be made in the first instance to a designated member of staff, usually the Advice and Volunteer Manager, who will acknowledge the complaint within five working days. In the absence of the Advice and Volunteer Manager, the Charity Manager should be contacted.

2. Complaints should be made in writing. A member of staff should help the complainant to do this if necessary, provided that they are not the subject of the complaint. The attached form may be used to assist the complainant. Staff will also give complainants the opportunity and necessary information to contact another advice agency to assist them. Complainants should be given a copy of this complaints procedure.

3. **Procedure For Investigating A Complaint**

   If the complaint is against an individual member of staff, the designated member of staff (see point 1 above) will conduct an investigation. They will contact the client and arrange to meet them along with any representative or friend they may choose to bring, in order to ascertain the full nature and details of the complaint. They will then meet with the member of staff complained about along with any representative or friend they may choose to bring, in order to put the complaint to them and ascertain their response. Where appropriate, the designated member of staff will convene a meeting of the complainant (together with any friend/representative) and the worker (together with any friend/representative).

   If it would not be appropriate for the designated member of staff to deal with the complaint, the complaint should be sent to the Chair of the Management Committee. They will then convene a meeting of the complainant (together with any friend/representative) and the worker (together with any friend/representative).

4. Notes should be taken of any meetings, and a letter explaining the investigation process and its outcome should be sent to the complainant within four weeks of the complaint being made. If it is not possible to resolve the complaint within this time-period, the complainant should be notified of the reasons for this in writing, and the investigation concluded as soon as practicable.

5. Letters at this stage should include an explanation of further rights of complaint, if the complainant is not happy with the outcome at that point.

6. The complainant may complain further to the Chair of the Management Committee in writing. The complainant should be offered help with doing this, and also told about any other possible sources of help.

7. If the complaint is about immigration advice then the complainant can take the complaint to the Immigration Advice Authority (IAA). This should be within 12 months of getting the advice if possible.

The easiest way to complain is to:

- download and fill in the complaints form
- include any documents that are relevant with your complaint
- send the complaints form and documents to complaints@immigrationadviceauthority.gov.uk or by post to the Complaints Team:

Immigration Advice Authority Complaints Team
IAA
PO Box 567
Dartford
DA1 9XW

The form is available in different languages and your complaint can be translated if needed.

You can get help from IAA staff to fill in the complaints form, but they cannot write your complaint for you.

8. The complaint will then be discussed at the next Management Committee meeting after it is received. A similar process to that at step 3 (above) will be followed.

9. The funding body may, if requested by the complainant, pursue the matter further by convening a meeting of the complainant (together with any friend/representative) and the worker (together with any friend/representative) and at least one member of the Management Committee.

10. Copies of all complaints and all letters to complainants should be submitted to the Chair of the management committee.

11. If the complaint is against an aspect of the service rather than an individual, the Centre Manager will gather feedback from the client and may discuss the matter at a team meeting to try and identify potential service improvements.

12. Management Committee will review the Complaints Procedure on an annual basis.

Cheetham Hill Advice Centre
COMPLAINT FORM

Your Name:
Your Address:
Telephone No. **Email address:**
Note: You may make a complaint anonymously if you wish, but we will not be able, in that case, to tell you about the outcome.
Please explain what your complaint is about. Tell us what happened, who was involved and when it happened.
What do you think might have been done to stop this situation happening?
Did you bring this matter to the attention of any member of staff? How did you do this? What did they do/say? What would you have liked them to do?
How would you like this matter to be resolved?
Is there anything else you would like to tell us?
Your signature Date