

Complaints Policy Statement

Reaching People



*Commitment to
Lasting Change*

Reaching People takes seriously all complaints received, whether these relate to Reaching People staff, Trustees, contracted staff or member organisations (or their staff/representatives) whilst delivering a Reaching People contract.

Complaints should be made, as soon as possible after the event to which the complaint relates, in writing to Reaching People CEO, Michael Wood Centre, 53 Regent Road, Leicester, LE1 1YF. Should the complainant require support to make a complaint, they can obtain assistance from the local Citizens' Advice Bureau.

Where the complaint relates to a member organisation or their representative, the CEO will involve the appropriate senior manager from said organisation to review and respond to the complaint.

Should the complaint relate to a Safeguarding issue, the complaint must be made as soon as is practically possible, initially by telephone if more expedient. A written complaint should follow to support the conversation.

The incident may also be reported to the local Safeguarding Board. Further information can be found for either children or adult safeguarding issues at <http://lrsb.org.uk/>

There are set timescales to which Reaching People will adhere for responding to complaints. Further details of the full policy can be obtained from admin@reachingpeople.co.uk

Signed

Date

Review Date September 2018