



**Complaints and
Comments Procedure**

Title of Procedure	Complaints and Comments Procedure
Policy to which Procedure relates	Complaints and Comments Policy This policy can be found within Leeway teams Service User Handbook
Job title of owner	C.E.O
Date procedure adopted	2004
Date of most recent review	2025
Date of next review	2028 Unless required sooner

All complaints must be recorded on the complaints log by a member of the senior management team.

Stage 1

1. If you are unable to resolve the issue informally and wish to make a formal Complaint you should request a copy of Leeway’s Complaints Policy from the line manager of the Stakeholder concerned. This will be sent to you on the day of request. If Leeway hears nothing further from you 28 working days from this date Leeway will regard the Complaint to be closed.
2. Upon receipt of Leeway’s Complaints Policy and procedure, you should write a formal letter of Complaint to the line manager of the Stakeholder concerned, as explained in the service user handbooks.
3. In your letter you should set out the details of your Complaint, the consequences for you as a result, any action taken and the remedy you are seeking.
4. You can expect the Complaint to be acknowledged within 5 working days of receipt. You will get a response and an explanation within 10 working days. The written response will also notify the complainant that they have 28 days in which to ask for the Complaint and response to be reviewed (stage 2) if they are dissatisfied with the

response they have received. These may be reviewed if further investigation is required.

5. If you are unsure which Leeway Stakeholder to write to, your Complaint should be addressed to the Personal Assistant to the Chief Executive of Leeway.

Our contact details are Leeway, Po Box Leeway, City Hall, Norwich, NR2 1NH, 0300 561 0077, www.leewayssupport.org

6. If you would prefer your complaint to be anonymous, please address your complaint to the service manager of the service you have received, Po Box Leeway, City Hall, Norwich, NR2 1NH. It is important that you include the specific service name so complaints can be investigated thoroughly.

Stage 2

1. If you are dissatisfied with the stage 1 response to your Complaint, then you can write to the Personal Assistant to the Chief Executive of Leeway stating the reason why you are dissatisfied with the outcome and ask for your Complaint and the response to be given further consideration. Your request will be acknowledged within 5 working days of receipt, describing the process the Complaint investigation will follow.
2. A stage 2 Complaint will be co-ordinated by a member of the Senior Management Team who will respond within 20 working days with a full written response giving details of any right of appeal.
3. Leeway's aim is to resolve all matters as quickly as possible, however, if a matter requires more detailed investigation, you will receive an interim response describing what is being done with the matter, and when a full reply can be expected and from whom.

Stage 3

1. If you are not satisfied with the response from stage 2, you then have the option of asking for a review of your Complaint in writing to the Chief Executive of Leeway stating the reason why you are dissatisfied with the outcome of your Complaint. You should do this within 10 working days of receiving the written response from stage 2.
2. The Chief Executive in conjunction with the Chair of the Board of Trustees will respond within 5 working days to inform you of the action which will be taken to investigate the Complaint, and the expected timescale of the investigation. If your original Complaint was against the Chief Executive, then the Chair of the Board of Trustees will handle the final appeal stage.
3. The relevant history of the Complaint will be made available to the Chief Executive, or the Chair of the Board of Trustees as appropriate so that a full investigation can be carried out. That investigation may include interviews with the complainant, any

Stakeholders involved, any witnesses and will also include documented evidence where appropriate.

4. The outcome of the investigation will be communicated to the complainant in writing with details of any action taken and a time scale for implementation (if applicable and appropriate). All appropriate Stakeholders will also receive a copy of this report, which will also be presented to the Board of Trustees.
5. Should a complainant still be dissatisfied with the outcome they should be informed of their right to seek legal redress or to make representation to any appropriate statutory body.
6. Appropriate Stakeholders concerned should report back to the Chief Executive within 10 working days of their receipt of the outcome of the stage 3 Complaint, explaining how they have implemented any recommendations.

Appendices

A – accessible complaints procedure

B – complaints investigation cover sheet

C – summary of complaints