



North Walsham
GOOD NEIGHBOUR SCHEME

01692 558321

Complaints Procedure

We aim to treat everyone with dignity and respect and to be friendly and professional in the way we do things. We would hope that in any dispute the people concerned can resolve the matter informally.

In the unlikely event you need to make a complaint about any aspect of the service, we would ask you to get in touch as soon as possible with the Scheme's Duty Co-ordinator on 01692 558321, who will record your complaint and ensure that action is taken to resolve the matter quickly. Any complaint will be considered carefully and investigated fully in a confidential manner.

If it is not possible, or appropriate, to speak to the Scheme's Duty Co-ordinator, then please write as soon as possible to the Scheme's Chair, Peter Tobitt, 100 Cromer Road, North Walsham NR28 0HE.

The Chair will acknowledge receipt of the complaint within seven days and will inform the scheme's committee.

The Chair will discuss the complaint with the client involved to agree how it can be resolved. The client should have the right to explain the complaint in person and be accompanied for support.

Usually the complaint should be dealt with within 21 days and the Chair will write to the client to confirm the outcome.

The Chair will keep a record of all complaints made to the scheme, including how these complaints were dealt with and how they were resolved.

If after this you still feel your issue hasn't been satisfactorily dealt with, we will be able to refer you to an independent adjudicator, such as Community Action Norfolk, who will aim to resolve the matter quickly and amicably.