



COMPLAINTS POLICY

CRESS aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with CRESS.

IF YOU ARE NOT HAPPY WITH CRESS, PLEASE TELL US

If you are unhappy about any CRESS's service, please speak to either the Chair of the Trustees, Mr Jeremy Metcalfe or our Operations Manager, Jamie Melville.

If you are unhappy with an individual in CRESS sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to either the Chair of the Trustees, Mr Jeremy Metcalfe, or the CEO, Mrs Caroline Lamb.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within ten working days.

MAKING A WRITTEN COMPLAINT

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chair of the Trustees. (If your complaint is about the Chair of the Trustees, please write to John Broadley).

All written complaints will be logged. You will receive a written acknowledgement within five working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Board of Trustees, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with CRESS's services.

CONTACT DETAILS

Jeremy Metcalfe, Chair of the Trustees

John Broadley

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john.broadley@cressuk.org

- Date of next review: June 2022

This policy has been approved & authorised by:

Name:	Jeremy Metcalfe
Position:	Chair of the Trustees
Date:	1 June 2021
Signature:	