

## Comments, Compliments and Complaints Form

We would like to hear ALL your views and experiences to help us develop our programme. We aim to create an environment of openness and trust, recognising that everyone is different. We aim to offer a safe and high standard of service, following good practice to enable us to deal with issues such as bullying, harassment and discrimination.

## Our Promise to You

We promise to deal with your comments and complaints:

- In confidence
- Fairly
- As quickly as possible

**We will let you know how your complaint is being dealt with at each stage.**

**All comments, compliments and complaints are welcomed and will be recorded. The information will be used to enable us to offer you and others an improved service.**

## Here's what to do:

- Fill in the attached form and either hand it in to a member of LookwideUK staff, or post it to your local LookwideUK centre.
- Talk to us in person or by telephone.

*If you don't think we are achieving our aim:*

### Step 1

- Try to speak to the staff member concerned. Maybe the complaint can be sorted out before taking it any further.

*If this doesn't work...*

### Step 2

- Speak to someone else in the staff team. **You will get a response within 7 days.**

*However if you still don't feel happy with this...*

### Step 3

- Fill in the attached form. If you need a member of staff to help you with this please ask someone you are happy to confide in. The form will be passed on to the manager and we will let you know what action will be taken. **You will get a response within 10 days.**

*If you are still not happy...*

### Step 4

- At this point we will arrange a meeting with everyone involved in the complaint, including you and the manager. This will usually happen within a further 5 days. We will then agree an action plan with you. Everyone will sign the action plan in order to sort the problem out. **The action plan will start no later than 15 days after the meeting.**

## Please Complete

Name:

Address:

Telephone Number:

This is a *(Please tick)*:

Comment  Compliment  Complaint

Have you spoken to the person concerned? *(Please tick)*

Yes  No

Date of incident:

Where the incident happened:

People Involved:

Continued overleaf...

Please detail your comment/complaint/compliment:

<i>Continue on a separate sheet if necessary.</i>
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Signatures:

Young Person:

Date:

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Manager:

Date:

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Please return your completed form either to a member of the Lookwide team or post it to:

**Nicky Sargeant  
Scout House  
39 Horsley Avenue  
Shiremoor  
NE27 0UG**

Telephone:

0191 2514064