

COMPLAINTS PROCEDURE

Derman aims to provide our service users with the best possible service. We do, however, recognise that there may be times when you feel that the quality of our services is not what you expected.

We value your views and if you feel unhappy about the service you have received, we would like you to tell us about it.

If you are unhappy about something, this is what you should do:

You may make a complaint by telephone, in writing or email to the Line Manager of the service who will acknowledge in writing within seven days the receipt of any complaint.

In the case of a telephone complaint, Derman will write up the complaint and ask the person making the complaint to sign to confirm their agreement to the wording.

Please contact or send your complaint to:

**The relevant service Manager
First Floor
66 New North Road
London N1 6TG**

Contact number: 020 7613 5944

This is what we will do:

The Line Manager will investigate the circumstances leading to the complaint. The Line Manager may need to ask you for further information relating to the issue.

The Line Manager will communicate the results of the investigation to you within a reasonable time – normally 21 days. If your complaint is found to be justified, we will inform you of any further action we propose to take to rectify the situation.

If you are dissatisfied with the outcome of our inquiry, you have the right to put your case personally to the Chief Executive Officer. You may bring a friend with you to the meeting.

If your complaint is found to be justified, we will inform you of any further action we intend to take to rectify the situation.

First Floor, 66 New North Road, London N1 6TG

Tel: 020 7613 5944

E-mail: services@derman.org.uk *Website:* www.derman.org.uk

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