



The Old Needle Works Foundation – Complaints Procedure

THE ORGANISATION 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 of for any reason you are not satisfied with your dealings with the organisation.

If you are not happy please tell us if you are unhappy about any The Old Needle Works service, please speak to a staff member in our reception who will do their best to resolve any issues you may be experiencing.

If you are unhappy with an individual in The Old Needle Works sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Trustees.

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 five 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 CEO of the foundation. (If your complaint is about the Director/Chief Executive), please write to the Chair of trustees.)

All written complaints will be logged. You will receive a written acknowledgement within three 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.

Registered Charity No. 1181832.

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