

How to make a complaint

Our aims

We want to provide an open, accountable and efficient service to all those who use our services, but sometimes mistakes are made, or misunderstandings happen.

You have a right to complain and we have a responsibility to find out what has gone wrong and tell you what we will do about this.

We want to learn from any mistakes we have made; listening to your views when you feel unhappy about our service will help us to improve our service in the future.

How to complain

The first step is to tell the person that you have been dealing with that you are unhappy with our service and your reason for this.

If you do not feel that your complaint has been dealt with properly, then you can ask to speak to someone more senior, who will try to sort out the issue for you.

Step Two

If you wish to make a formal complaint because you are unhappy with the response you have received, then we will ask you to fill in the complaint form on the back of this sheet (you can also find this form on our website www.momentumnorfolk.org.uk)

It is important we receive your complaint in writing, so we are sure we have got all the key information recorded correctly. If you prefer to send a letter or email, please ensure you include the following information so we can deal with your complaint properly:

- Your name, address and contact details
- What you are complaining about, where and when it happened
- The names of the people involved where applicable
- Your ideas on how you wish to see the issue resolved

What will happen next?

Your form will be passed directly to the relevant manager and to the CEO, who will write to you within 5 working days to confirm that they have received your complaint. They may want to check some details with you to help us find out what has gone wrong.

We will find out what has gone wrong by discussing the issue with staff member/s and reviewing our practices and procedures. We will decide what action we need to take, and the CEO will write to you again within 5 working weeks to let you know what these actions are. The CEO will also tell you what the next steps are if you are still unhappy.

Please return this form to us at: Momentum (Norfolk), Room 11, Diamond House, Vulcan Road North, Norwich, NR6 6AQ or email it to: info@momentumnorfolk.org.uk and put "Complaint" in the email title.