

Complaints Procedure

adapted from Housing Justice Shelter in a Pack

Complaints are an opportunity to learn and improve for the future, as well as a chance to put things right where possible for the person that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint, whether they are guests, volunteers or staff of our project
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

They will ask you to put your complaint in writing and to sign it. If writing is a problem for you, you can ask an advocate to write on your behalf.

Your complaint will be logged in the night shelter Confidential Log.

We aim to respond within at least 48 hours, or quicker where possible.

Depending on the nature of your complaint, the issue may be passed on to the Trustees or NSSG for investigation and resolution.

POLICY

If you have any concerns or suggestions, please contact the Night Shelter Manager, who in most cases is best placed to resolve concerns, and will investigate and respond to you as appropriate. If you prefer not to contact the NS Manager directly, or are unable to do so for some reason, please contact the Chair of the Night Shelter Steering Group, Gillian Tober
