



FIRST LIGHT

COMPLAINTS PROCEDURE

All complaints are taken seriously, and you will not be discriminated against or treated less favourably because you have made a complaint. We would always wish to resolve any complaints informally in the first instance.

This procedure applies to complaints about any of the services First Light delivers.

The procedure may also be followed to raise a complaint about our fundraising activity or any other matter for which you wish to complain.

What to do if you want to complain

We aim to ensure our response will be timely, fair, courteous and transparent.

1. If you wish to make a complaint about any aspect of First Light's service, we would encourage you to informally talk to your allocated worker.
2. If you feel dissatisfied by the response you receive or feel uncomfortable with raising this with the worker, we would encourage you to informally talk to the manager of the service. Contact our registered office on 03458 121212 to gain their name and contact details.
3. If you are dissatisfied by the response you receive via either of the above processes, then you can formally complain in writing.

You can do this by the following options:

- By email to info@firstlight.org.uk
- By writing us a letter detailing the complaint and the action you required to be taken to Director of Governance and Compliance, First Light, The Business Centre, 2 Cattedown Road, Plymouth PL4 0EG

A member of the management team will be very happy to either take the complaint verbatim over the phone or meet with you in person if this is required rather than any of the above options.

4. We will pass the complaint to the manager of the service that the complaint relates to. We will write to you, acknowledging receipt of your complaint, within 5 working days of receiving it.
5. The Manager will then review your complaint. They may need to speak with you by telephone or in person and may invite you to a meeting. If you are invited to a meeting you may bring a supporter with you to the meeting. Within 30 working days of receipt of your complaint the manager will write to you.

6. If you are not satisfied by the manager's response you can make a request to the Service Director. The Service Director will write to you within 10 working days acknowledging receipt of your review request. The Service Director will review the findings and may wish to meet with you. The Service Director will respond to you within 30 working days of receiving your review request.
7. If you are not satisfied with the Service Director's response you may make an appeal by writing to the Chief Executive. The Chief Executive will acknowledge receipt of your appeal within 12 working days of receiving it. The Chief Executive will review the findings which may involve meeting with you. They will respond to you with the outcome of their review within 30 working days.
8. If you are not satisfied with the Chief Executive's response you may make a final appeal by writing to the Board of Trustees. The Board of Trustees will acknowledge receipt of your appeal within 12 working days of receiving it. They will review the findings, which may involve meeting with you. They will respond to you with the outcome of their review within 30 working days. The Chair's decision on the matter is final

If you wish to complain about a Service Manager or Chief Executive you may do so by following the process above.

Copies of all correspondence relating to your complaint and how we have dealt with it will be kept confidentially electronically. We may also, where appropriate, seek advice legal advice from external organisations regarding your complaint.

Whether you wish to complain about a staff member, Manager, Chief Executive or the organisation please follow the procedure above.

**Copies of this document and our Service User Feedback policy
can be made available in other languages/formats if required.**

Please request this by emailing

info@firstlight.org.uk

or

Telephone 03458 121212