

THE ARK CHARITY – COMPLAINTS PROCEDURE

1. All users of Ark Charity services are encouraged to discuss any problems that they may have with the appropriate member of staff. Most problems are resolved in this manner.
2. In the event that the problem remains unresolved, the complaint procedure shown below may be implemented.
3. A completed complaint form should be handed to the duty staff who will date, time and sign the form. If requested, a receipt will be issued to the person complaining.
4. The complaint will be reviewed by a member or members of The Ark's Management Team who comprise the Operations Manager and the Chief Executive. A written response will be provided – normally within 14 days of the date the complaint has been received.
5. Should complainers remain dissatisfied with the response they have received they will be invited to attend a meeting with a member of the Management Team – normally within 14 days of their indication of dissatisfaction with the response received.
6. The complaint will be formally reviewed at the above meeting where problem areas and any resultant actions will be recorded and agreed.
7. In the event that the complaint still remains unresolved a “failure to agree” will be recorded.
8. Where a “failure to agree” is recorded the person complaining will be given details of a further review within 21 days of the date of the “failure to agree”.

This review panel will include a Director or Directors of The Ark Charity, a company limited by guarantee.

Complainers have a right to be accompanied by a person of their choosing at this further review.

9. Should any complaint still remain unresolved, complainers have the right of appeal directly to the Board of The Ark Charity whose decision on the matter shall be final.

(Form EXTCOMP C47 – Revised May 2006 replacing previous issues)