

## An overview of our complaints procedure:

### Stage 1 - Informal

Discuss your complaint informally with a member of staff. If you aren't able to do so you can contact Head Office, Leave your name, contact details and the name of your project and an appropriate member of staff will be in touch to discuss your complaint

### Stage 2 - Formal Investigation

If you are unhappy with the outcome of Stage 1, or if it is not appropriate to deal with your complaint informally, you can discuss this with a manager or senior manager and request a formal investigation.

### Stage 3 - Review

If you are unhappy with the outcome of Stage 2 you can request a review of the investigation and can do this by writing to the Director of Operations.

### Stage 4 - Appeal

If you are unhappy with the outcome of Stage 3 you can make an appeal by writing to the Chief Executive. You must place the appeal within five working days of receiving the review.

Once you have exhausted all of these options, if you are still unhappy with the outcome you may need to discuss this matter with outside agencies:

Please speak to any member of staff or contact Central Services on 0116 2211 851 or [info@actionhomeless.org.uk](mailto:info@actionhomeless.org.uk) for information on the relevant services that you can contact.

You can find out more information about our full complaints procedure via our **Action Homeless: Compliments, Suggestions and Complaints Information** document.

You can ask a member of staff for this or find it on our website: <http://actionhomeless.org.uk/about-us/contact-us/>

**Thank you for your feedback**

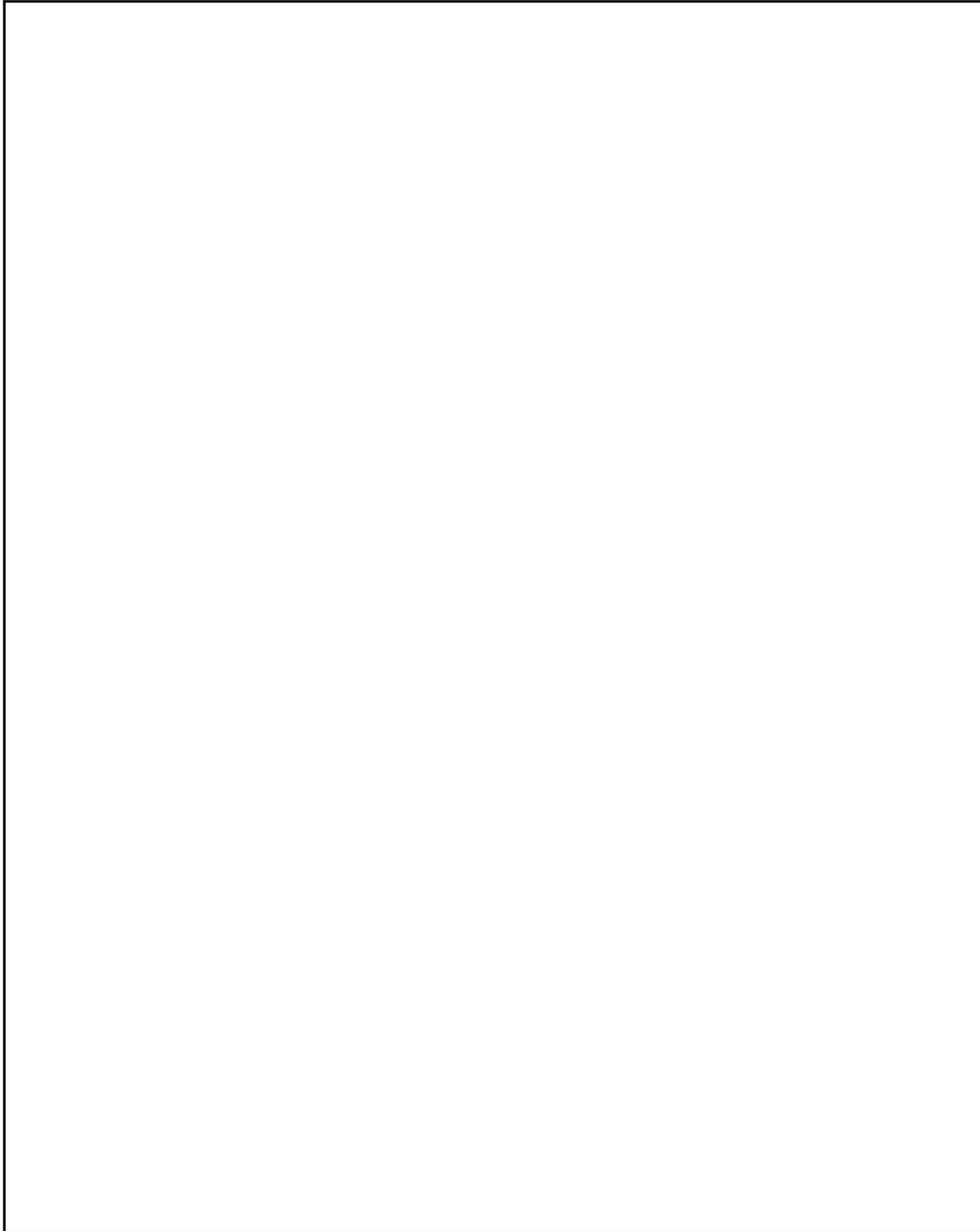
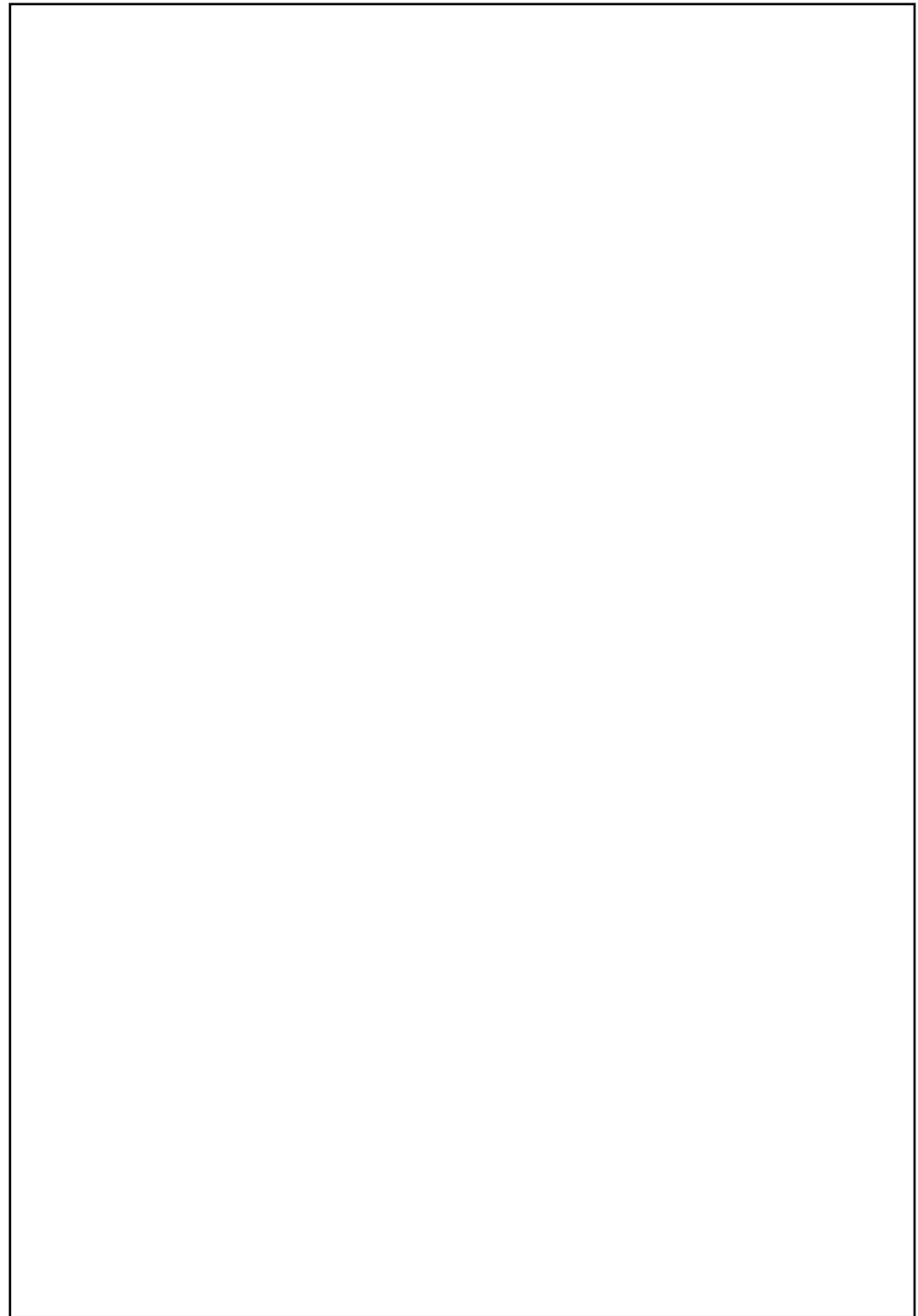
## Action Homeless: Compliments, Suggests and Complaints Form



At Action Homeless, we value your feedback and use it as a tool to continually improve our services. In order to do this we need your compliments, suggestions and complaints.

**Your Comment:**

Please use this space to give details about your compliment, suggestion, or complaint. Please include any information that is relevant to your comment:

A large, empty rectangular box with a thin black border, intended for the user to write their comment. It occupies the left half of the page below the introductory text.A large, empty rectangular box with a thin black border, identical in size and style to the one on the left, intended for the user to write their comment. It occupies the right half of the page.