

Informal Complaint

- Tell a member of staff your complaint
- They will offer you the chance to fill in a complaints form or will write down what you say
- A proposed plan of action or response should be agreed within 5 working days
- If you are not happy with the outcome, you are entitled to make a formal complaint.

Formal Complaint

- Tell a member of staff you wish to make a formal complaint
- The staff member should ensure that they bring the complaint to the Team Manager
- **OR:** Complete a formal complaints form and send directly to the Team Manager (Resolving Chaos 11 – 13 Cavendish Square, London W1G 0AN)
- Once received, your complaint will be acknowledged in 5 working days
- The Head of Programmes will delegate an appropriate person to investigate the complaint
- The Head of Programmes will aim to provide a formal response within 20 working days
- If the investigation takes longer than 20 days, a progress report should be offered every 10 working days
- If you are unhappy with the response the complaint can be reviewed by the senior management team
- Response provided within 20 working days

Resolving Chaos

Complaints Form

Your Name:		Date:	
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Address:

Telephone:		Email address:	
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How would you prefer to be contacted?	<input type="checkbox"/> Email	<input type="checkbox"/> Telephone	<input type="checkbox"/> Post	<input type="checkbox"/> Other – Please give details
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I am making an informal complaint and expect a verbal response in 5 working days.

I am making a formal complaint and expect an acknowledgement within 5 working days and a written response within 20 working days.

Your complaint:	Number of additional sheets attached:
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Signature:		Date:	
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If appropriate, the person helping the complainant to fill in their form, or completing it on their behalf, should sign below:					
Signature:			Relationship to the person:		
Print:					
Date:		Telephone:			
I am handling my complaint to a member of staff <input type="checkbox"/>					
Name of staff member:		Time:		Date:	
<i>For informal complaints, the person receiving the complaint must complete the section overleaf and pass it to the Team Manager or Head of programmes. Formal complaints must be brought to the attention of the Chief Executive by the next two working days.</i>					
I am sending my complaint directly to the Chief Executive of Resolving Chaos <input type="checkbox"/>					
To be completed by internal staff only:					
Informal Complaint					
Issues or factors taken into account when dealing with this comment/complaint					
What actions have been taken to resolve the complaint?					
Date response given to complainant:		Name and signature of person giving response:			
Is the complainant satisfied?	YES/NO	Do they wish to make a formal complaint?	YES/NO	If yes, please complete the Formal Complaints section below.	
Copy sent to Service Manager: <input type="checkbox"/>					
Service Manager agrees with actions taken in case of informal complaint? Please state any further actions taken.					
Service Manager signature:			Date:		
Formal Complaint					
Name of staff receiving complaint:			Signature:		
Time received:		Date received:			
Immediate action taken:					
All formal complaints must be passed to the Chief Executive, or in his/her absence, to the relevant senior managers, BY THE NEXT TWO WORKING DAYS.					