



INFORMING - ADVISING - SUPPORTING - EMPOWERING
Parents & Carers of Children & Young People with Additional Needs & Disabilities

Complaints Policy

VERSION CONTROL

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| Version No | 4 |
| Version Date | March 2017 |
| Next Scheduled Review | June 2019 |

POINT is committed to providing a high-quality service. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, you should raise this with POINT giving details of your complaint. Your complaint can be raised in the following ways:

In Person:

With a member of POINT

By Telephone:

0161 667 2054

In Writing to:

Andrew Robinson
Chief Executive Officer
POINT
Italia House
Pass Street
Oldham
OL9 6HZ

What will happen next?

1. POINT will confirm receipt of your complaint within 3 working days. We will notify you who will be responsible for handling your complaint and how you can contact them. We will also enclose a copy of this procedure.
2. POINT will undertake a full investigation, appropriate to the nature of your complaint. Timescales will vary dependent upon the nature and severity of the complaint, however, in **every** case, this procedure will not exceed 8 weeks from the date your complaint is received. You may be contacted during the investigation stage should we need more information to ensure we can conduct a full and thorough investigation.
3. Upon completion of our investigations, POINT will then invite you to a meeting to discuss and hopefully resolve your complaint. We will discuss the outcome of our investigations and written confirmation will be sent to you within 3 working days of this meeting.
4. If a meeting is not possible, or you do not want this, POINT will write to you to confirm the outcome of our investigations and to conclude your complaint.

5. If you are still not satisfied, you should contact us again and we will arrange for an independent review of your complaint to be undertaken. This will be undertaken by a more senior manager or by a member of our Board of Trustees.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons. This letter will also confirm details of the steps you can take if you remain dissatisfied.