

Success4All Complaints Procedure

Success4All aims to provide high quality services and activities that meet your needs. We believe that most of the time we get this right but if we get it wrong, we need to know about it. To enable you to do this we have a procedure through which you can inform us if for any reason you are not satisfied in your dealings with the organisation.

If you are unhappy with Success4All, please tell us!

If you are unhappy about any of our services, please first try and speak to the relevant Learning Hub Coordinator. If you are unhappy with an individual, it is often best to tell her/him directly.

If you feel this is difficult or inappropriate, speak to the person in charge or to the Operational Manager (or the Founding Director or trustees if your complaint is about the Operational Manager)

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within 5 working days

Making a Complaint

There are 4 ways you can do this:

- By telephone
- By letter
- By email
- In person

All complaints will be logged and you may be asked to complete a simple Complaint Report Form (you can ask for assistance with this). You will receive a written acknowledgment of your complaint within 5 working days.

The aim is to investigate your complaint thoroughly and give you a full response within 10 working days, outlining what action have been taken, and the outcome of any investigation. If the complaint is particularly complex, it may not be resolved within 10 days but you will receive notification of this and a revised timescale.

Appealing Against a Decision

If you are not happy with the response to your complaint, write to the Founding Director who will report the matter during the next trustee meeting. The trustees will decide on any further steps to be taken and will inform you of these.

