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**“Working to Empower the Community”
in Lancashire and Cumbria**

Pamela Beswick - Chief Executive Officer

Community
Legal Service



Help Point

COMPLAINTS PROCEDURE

Signposts aims to offer the best possible service to the organisations and individuals who make use of it, but recognises that, at times, it may fail to do so. In these instances, **Signposts** would be grateful to hear from an organisation or individual about what has gone wrong in order to be able to make amends in the particular situation, and to avoid repeating any mistakes in the future.

Initially, the complaint should be made direct to the person concerned and as soon as possible. It is hoped that most complaints can be resolved in this way.

If, however, the complaint remains unresolved, please write to the Signposts Chief Executive (or the Signposts Chairperson if this is not appropriate), at the address above. The following procedure will then operate:

- 1) The complaint will be acknowledged in writing (normally within 7 days of receipt).
- 2) The Signposts Chief Executive or Chairperson (as appropriate) will investigate the circumstances which have led to the complaint.
- 3) The results of this investigation will be communicated to the complainant in writing within 21 days (a holding letter will be sent if this is not possible, giving a revised timescale).
- 4) If the complainant is dissatisfied with the results of the investigation, they have the right to present their complaint in person to the Executive Committee of Signposts.
- 5) Where appropriate, Signposts shall give a written apology (signed by the Chairperson) to the complainant.

Signposts will keep a record of all verbal and written complaints and the Executive Committee of Signposts will be kept informed of the number, nature and resolution of complaints on a regular basis (at least quarterly).

Chief Executive

Reviewed September 2011

Charity Registration Number: 1117645

Member of AdviceUK (previously FIAC)

Company Limited by Guarantee: 5990592

Registered in England and Wales



North Lancashire
Teaching Primary Care Trust



INVESTOR IN PEOPLE

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