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## Complaints Procedure

**1.0 Introduction**

1.1 Spectra is committed to provide a consistently high quality of service to all our. However, there may be times when the service falls short of the standards we set ourselves.

**1.2** If you experience any problems with our service, we hope that you will not hesitate to let us know. We welcome the feedback. Only when we know that there is a problem can we do something about putting it right. We are also keen to hear any comments you may have about the service which could help us to make improvements. Whatever you have to tell us, we will respond in a timely manner, courteously, and will address your concerns as effectively as we can

**1.3** Spectra welcomes clients’ and professionals’ comments on the service they receive eg:

* How we got it right (compliment)
* How we got it wrong (complaint)
* How we might change the service to better meet the customers’ needs (suggestions)

**2.0 Informal process**

**2.1** **Complaint Process Stage 1 – Informal Stage**

**2.2** Clients/professionals who have comments or suggestions are encouraged to make them known in the following ways:

* To the person directly and immediately, if this is appropriate
* Via the helpline at 0800 587 8302
* Via email [info@Spectra-london.org.uk](mailto:info@spectra-london.org.uk)

**2.3** The first stage of complaint management is **Local Resolution** by the person receiving the complaint. Staff receiving a complaint will discuss your complaint with you and try to resolve the complaint promptly, as close to the source of the problem as possible.

**2.4** If, after this, you continue to feel that your concerns have not been satisfied, you have the option of asking for the issue to be dealt with more formally.

**2.5** A complaint about a specific incident will only be considered if made within 8 weeks of the incident occurring.

**3.0 Formal process**

**3.1 Complaint Process State 2 – Formal Stage**

3.1.1 To make a formal complaint you can write (letter/email) to the CEO. You could also ring Spectra and the CEO will arrange for your complaint to be noted and logged.

3.1.2 The CEO will allocate the complaint to a Manager to investigate and determine the outcome.

**3.1.3** The investigation may involve meeting with you to talk through your concerns. You would be free to bring someone to support you at the meeting (e.g. a family member or friend).

**3.1.4** We will aim to address your complaint within 10 working days of it being received. Should it be proving to take longer we will keep you informed of the developments and will advise of an expected date of completion.

**3.1.5** Once the Manager has investigated the CEO will respond to you in writing with the outcome of your Stage 2 complaint.

**3.2 Complaints Procedure - Stage 3**

**3.2.1** Should you not be satisfied with the outcome of the complaint, you can appeal the decision.

**3.2.2** You will need to put your appeal in writing and send it to the CEO who will pass the matter to the Chair of the Board of Directors

**3.2.3** You will need to write no later than 5 working days of date of the letter addressing your Stage 2 complaint.

**3.2.4** The Chair will consider your complaint either on their own or with a panel of at least one other Director. You will be invited to present your case and free to bring someone to support you at this meeting (e.g. family member or friend).

**3.2.5** The Chair will aim to convene a panel within 15 working days of the Stage 3 complaint being received.

**3.2.6** The Panel will aim to reach its decision within 10 days of the panel meeting. Should it be proving to take longer we will keep you informed of the developments and will advise of an expected date of completion.

**3.2.7** The Chair will respond to you in writing with the outcome about your Stage 3 complaint.

The decision of the Chair will be final, and there is no further appeal within Spectra.