



TOC General Complaints Procedure

Introduction

TOC are committed to equal opportunities, providing a service to young people and working in an open and accountable way. We work in partnership with our parents and carers of young adults and value the feedback – responding, adapting and improving our offer accordingly.

We try to get things right first time but if we get something wrong we would encourage all to get in touch via any communication route as we will do our best to put things right and find a solution wherever possible to resolve any issue. This document sets out the process for anyone that has completed initial discussions with the team and wishes to make a formal complaint or who remains dissatisfied with any aspect of the service.

We have tried to make the process as straightforward and transparent as possible reflecting TOC's current organisational structure.

Making a complaint

Stage 1

Please make your formal complaint in writing to contact@tocommunity.org.uk. This should provide details of the concern or issue detailing any specific dates/times. Please provide us with as much detail as necessary to allow TOC to investigate. We will aim to update the complainant within 3 days of receiving the email and in this we will set out the estimated timescales to deal with the complaint and explore a possible resolution. We will aim to provide a full reply within 3 weeks of receiving the complaint but will update the complainant if we require longer to investigate.

Stage 2

If the complainant is not satisfied with the response from the TOC leadership team they may wish to email the Board of Trustees at: contact@togetherourcommunity.org.uk. You can attach the original email with any additional points you may wish to make to the board and explaining why you remain dissatisfied with the leadership team reply. You should expect to receive a full and final reply from the board of Trustees within 2 weeks.

Stage 3

If the complainant remains not satisfied following a reply from TOC Trustee Board we will aim to deploy an independent mediation service to provide a concluding opinion to both TOC and the complainant. If the opinion supports the complaint TOC will endeavour to implement any recommendations wherever possible subject to resource implications. If the independent mediator's opinion supports TOC's position this would be viewed as the end of the matter and no further action will be taken.

Note: If the matter relates to any safeguarding issues please refer to TOC's Safeguarding Policy or if this relates to data usage please refer to the relevant privacy policy – all policies are available at www.tocommunity.org.uk .

If you have any questions on TOC's complaints procedure please email contact@tocommunity.org.uk