



## **Complaints Procedure**

At Spiritus, all complaints are taken seriously and followed up thoroughly to ensure we provide the best service possible.

The set procedure is to be followed to investigate each case and find an appropriate outcome to resolve the issue and work towards making sure the issue does not arise again.

### **How to make your complaint**

Complaints can be made in various ways. We request that it is done in the following methods to help us deal with the matter efficiently.

- A written letter handed in to the **Chairperson of Spiritus, Jacqui O'Connell**.
- A written letter posted to the following address **Spiritus, 10a Beaulerc Road, Hammersmith, London, W6 0NR**
- Send an email to the following email address: [jacqui@spiritus.org.uk](mailto:jacqui@spiritus.org.uk)
- Call the **Chairperson, Jacqui O'Connell** to raise your issues on the following number: **07971 690678**

### **Information to be provided**

Please provide as much detail as you can to help us with our investigation. The following are a few details which will help:

- Say what the problem is.
- Say what outcome you are looking for.
- Provide information on any relevant communication on the subject, including for example: any correspondence reference number, or time/dates of conversations.
- Address a complaint to the person responsible, with the name of the person in question, if you have their name.

### **What we do next**

We will reply in writing or by telephone within 28 days of receiving the complaint. If it is not possible to make a full detailed investigation in this time, we will give you an interim reply telling you what is being done to deal with your complaint. All complaints are taken seriously and fully investigated with the individual involved interviewed in regards to the instance. Upon the outcome of the investigation, a suitable disciplinary action is taken and the complaint will be fully informed on how we have dealt with the complaint. If you're not happy with the way we have dealt with your concern, you can contact DFE [WWW.GOV.UK](http://WWW.GOV.UK) 0370 000 2288

Reviewed April 2021