

INFORMATION LEAFLET COMPLAINTS

Complaints Procedure

If you have a complaint or concern about the service you have received from any of the staff working for CIN, please let us know. We operate a complaints Procedure. Our complaints system meets national criteria.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily.

Complaints should be addressed to Mrs Dahlia Abdulla the secretary of Copts in Need. Alternatively you can make an appointment to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What will we do?

Whenever possible, we will acknowledge your complaint within two working days and aim to have investigated your complaint within 20 working days from when you raised it with us. We will then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint we will aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned (if agreeable)
- Make sure that you receive an apology if appropriate
- Identify what we can do to make sure the problem does not happen again