

*(Continued - for Waddy Members)*

### Step Eight

If you are not satisfied with this decision you can make an appeal, in writing to the Chair of the Waddington Street Centre Limited Board of Directors within five working days of receiving the decision.

### Step Nine

The Chair will arrange a 'Special Appeals Panel' consisting of 3 Directors who have not been involved in the complaint. A Durham County Council Adult & Health Services Officer will be invited to attend in an advisory capacity. This panel will listen to your complaint and talk to the other people involved in the complaint.

This will happen within fifteen working days of receiving your notice of appeal.

### Step Ten

The panel will inform you in writing of their decision within three working days of seeing you. The decision of the panel is final.

Waddington Street Centre Limited is a Company registered in England limited by guarantee  
Company No. 2330506,  
Charity Registration No. 701514  
Reg. Office: 3 Waddington Street, Durham. DH1 4BG



## Waddington Street Centre

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Registered Charity No. 701514

Company No. 2330506

WSC is a member of:



September 2023



Do **you** have a  
**complaint** to make? If  
SO.....  
....here are the steps to  
show you how



## **Waddington Street Centre** takes

complaints seriously. Complaints provide the opportunity to put things right and the lessons learned can often influence Centre practices.

It is hoped that dissatisfaction can be remedied locally on an informal basis. Some people, however, prefer to pursue their complaint on an official footing. The Centre, therefore, has a structure to ensure that all complaints from service users or external individuals and organisations are handled within the same framework. There is also a degree of further review and independence built into the system for service users.

### **The Centre defines a Complaint as:**

*"An expression of dissatisfaction, however made, about the standard of service, policies of the Centre, behaviour of staff, actions or lack of action by Centre service users or staff and other people working at the Centre affecting an individual or group."*

### **Step One**

If you have a complaint concerning any aspect of the services offered by the Centre, you should discuss this with a member of staff. It is hoped that most complaints will be resolved through discussion. However if your problem is not sorted out, go to Step 2.

### **Step Two**

If your problem is not sorted out, ask the Centre Manager (or in the absence of the Manager the Assistant Manager) for a private meeting. This meeting will, if possible, take place within one working day of your request.

**When you go to this and any other meetings you can take someone of your choosing to support you.** Your complaint will be heard in confidence and you can decide whether further action should be taken.

If your complaint is about the Manager go to Step 5.

### **Step Three**

If you decide that further action should be taken, the Chair of the Waddington Street Centre Limited Board of Directors (or in the absence of the Chair the Vice Chair) will be informed of your complaint.

If your complaint is about the Chair, the Deputy Chair will be informed of your complaint and will act in place of the Chair at Steps 4, 5, 6, 7, 8, and 9. The Manager will then try to resolve your complaint as soon as possible. This may involve him/her talking to other people at the Centre.

### **Step Four**

The Manager will inform you of the results of the investigations in writing. This letter will be sent within five working days of the first meeting. The Chair will receive a copy of the letter.

### **Step Five**

If you are not happy with the result of the investigation or if your complaint is about the Centre Manager you can complain to the Chair. This complaint should be made in writing and received by the Chair within five working days of receiving the result of your first complaint.

### **Step Six**

The Chair will then meet with you within ten working days of receiving your complaint.

### **Step Seven**

The Chair will then make further Investigations and inform you of the result in writing within ten working days of meeting with you. You will also be informed of the reasons for the decision.

*(Continued overleaf - for Waddy Members)*

