

# Complaints Procedure

September 2017

## Document Reference:

| Doc Ref:     | Title:                    | Date:     | Review Date: |
|--------------|---------------------------|-----------|--------------|
| MC_PRO000_HR | Procedures for Complaints | Sept 2017 | Sept 2020    |

## Version Control:

| Rev: | Details of Revisions: | Date:     | Authorisation: |
|------|-----------------------|-----------|----------------|
| A    | New Document          | Sept 2017 | DS             |

## The Myriad Centre Complaints Procedure

### Making a Complaint

A complaint, in most cases, can be resolved quickly and to the satisfaction of all parties by contacting the manager responsible for the issue being complained about directly.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps to establish what happened more easily.

Send your written complaint to Ms D Smith, Business Manager, The Myriad Centre, St Georges Walk, Worcester WR1 1QY

### What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within five working days, and aimed to have looked into the matter within ten working days.

You may then receive a formal reply in writing or be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you wish to do so.

When the investigations are complete, a final response letter will be sent to you.

The Final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

### If you are dissatisfied with the outcome

You have the right to request that the complaint is reviewed at Board level.

At this stage, all information relating to the complaint will be passed to the Chairperson of the Myriad Centre Board of Trustees.

At any stage in the complaints procedure or if the matter cannot be fully resolved through Stages One & Two, to the satisfaction of all parties, the complainant may refer the matter to the following organisations to which the Myriad Centre is accountable:

The Charity Commission.

The Myriad Centre Ltd is a registered charity No. 1109843. Information about the kind of complaints the Commission can involve itself in and how to make a complaint can be found on their website at: [www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx)

The Care Quality Commission (CQC)

The CQC sets the quality standards to which the Myriad Centre works. Information about the kind of complaints the CQC can involve itself in and how to make a complaint can be found on their website at: <http://www.cqc.org.uk/>