



## **COMPLAINTS POLICY**

Our complaints procedure is quite simply a formal way for people to bring to light and discuss any dissatisfaction that relates to any aspect of the service or environment provided by The Garage Trust Ltd.

In most cases, an informal discussion can often resolve matters, and a formal grievance procedure will not be necessary however, if, after having a chat with a member of staff, you feel that your issue has not been addressed to your satisfaction, you are entitled to place a formal grievance.

If you wish to do so, it should be done in the following way:

### **Step One: Statement of Complaint**

You must write down details of your formal complaint. Please give us as much background detail as possible and submit it to:

*Head of Centre  
The Garage  
14 Chapelfield North  
Norwich  
Norfolk  
NR2 1NY*

### **Step Two: The Complaint Meeting**

We will then invite you to attend a meeting to discuss your complaint. We will only be able to set up the meeting after we have received your formal complaint in writing. We may need some time to investigate your complain before we arrange the meeting, this will enable us to ensure that we have the information we need to discuss your complaint with you. It is important that you take all reasonable steps to attend the meeting. We will try to arrange it for a time that is suitable to you.

After the meeting we will inform you in writing of our response and decision or any actions that we may take in relation to your complaint.

### **General**

You are encouraged to use this procedure if you have any complaint regarding discrimination, harassment or if you wish to make a disclosure under the 'Protection of the Public Interest Disclosure Act 1998'.

Please note that it is our policy that, by raising a formal complaint, you will not be subject to any detriment in respect of a decision, whether or not it is upheld by the Garage.

Please note that the decision of the Senior Manager from the complaint meeting is final.