

Complaint Procedure

Introduction

We always aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting individual's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will tell the Centre Manager Lauren Ozturk. She will decide how to investigate and monitor outcomes.

Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. First you should speak to the director.

Comments or suggestions can be emailed if you would rather make your suggestion that way.

If the suggestion is something that **Cavity Training** as a company needs to consider you can send it to:

Lauren Ozturk: Centre Manager

Address} Cavity Training, 614 Reading Road, Winnersh, Wokingham RG41 5HE
laurenozturk@cavitytraining.co.uk

01184023790

Making a complaint

We aim to manage complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

Cavity Training assures clients, students, and employees that it will not withdraw or reduce services because someone makes a complaint in good faith.

Who can complain?

Anyone affected by the way **Cavity Training** provides services can make a complaint.

A representative may complain about the affected person if they:

- have died
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative
where someone complains orally, we will make a written record and provide a copy of it within three working days
- by letter
- by email

Anonymous complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

Responsibility

The Registered Manager has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

How we manage complaints

The Registered Manager or [Lauren Ozturk](#) may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within three working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within twenty-eight working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings.
- any action we have taken; and
- our proposals to resolve your complaint.



Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact **Lauren Ozturk: Centre Manager** at:

Cavity Training, 614 Reading Road, Winnersh, Wokingham RG41 5HE
laurenozturk@cavitytraining.co.uk

01184023790



Complaints Form

DETAILS OF THE COMPLAINT TO BE COMPLETED BY PERSON RECEIVING THE CALL/EMAIL

Date:

Contact name:

Telephone

Contact Email

Complainer Name (person being complained about)_

Details of the complaint :-

Complainant Name (person making the complaint)

Complaint taken by _____ Forwarded to Lauren

Action to be taken by Lauren :-

Email acknowledgement sent to practice

Date:

Complaints form- forwarded to Lauren and entered into complaints folder

Date:

Complainer Comments/feedback:-

Date:



Action:

Date:

Directors Comments:-

Date: