

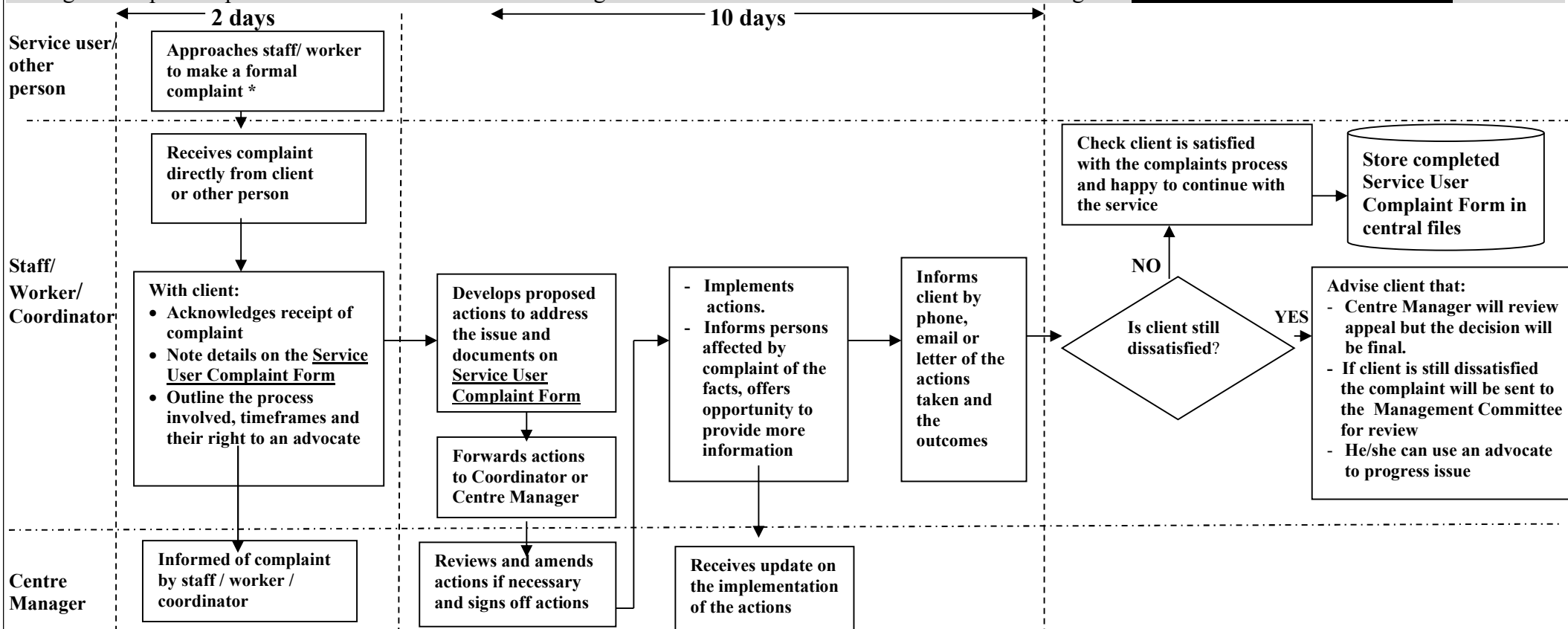


# Complaint Handling Procedure – Formal complaint

**Scope-** From the time a formal complaint is received from a client or any other person until it has been resolved.

The complaint can relate to the premises, resources, staff, management, programs or policies.

When the complaint relates to the support worker/ coordinator in charge of the program then the complaint is to be forwarded to and managed by the Centre Manager. Simple complaints which can be resolved following initial discussion are also to be documented using the **‘Service User Complaint’ Form**



Forms	Notes	Key	Reviewed
Service User Complaint Form. This can be provided by the CHNC staff or located on the CHNC website. There are 2 versions: - For staff to record complaint details with client (A) - To be sent out to clients upon request (B)		Action	02/2022
	* Complaint can be made directly or by email or letter.	Store or file	
		Decision	