

Complaints

Feedback, suggestions and complaints about the quality of our service are welcomed. All complaints shall be investigated according to the LC Feedback and Complaints Handling Policy and Procedures.

Your complaint will be handled confidentially and will not affect the service you are receiving from LC. If you require assistance from an interpreter or translator, please make the request to your LC worker or our reception staff.

Complaint Procedure

If you wish to raise an issue, you are advised to:

Step 1: Raise concerns directly with your LC worker, you can request a Complaints Form (attached below) if you wish to submit your complaint in writing.

Step 2: If you feel uneasy to raise concerns directly with your LC worker, please request to speak to the Program or Site Manager.

Step 3: If you feel your matter is not resolved satisfactorily, please ask to raise your concerns with the relevant Executive Manager.

Complaint Form

You can be assured that your complaint will be responded to promptly, fairly investigated, and that you will be notified of the outcome. This form will be forwarded to the relevant Executive Manager

Date:/...../....

Your Name:

Telephone: Email:

Address:

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Please provide details of your complaint:

(feel free to add attachments if you require more room)

Day/Date/Time:

Specific Details: (tell us what happened)

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Are there any aspects of this complaint that are to be treated as confidential?

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What would you like to happen?

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Signature :

LC Official Use:

Follow-up Action:

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Please remember that a printed document is uncontrolled (e.g. it may be out of date) so always refer to the Information Centre for the latest version of this document

Manager Advised: Yes/No

Name of staff member:

Position held and contact details:

Recorded on secure data base: Yes/No Registration Number:

Signature:

Date: