

GUESTS' COMPLAINTS PROCEDURE

Introduction

If you have a complaint or grievance about Doorway we want to investigate it properly. This procedure is to help you put your complaint so we can deal with it fairly. You can also appeal to the Trustees if you feel Doorway staff have not dealt with it properly.

Stage 1

You may discuss your complaint or grievance informally with a member of Doorway staff. They are best placed to deal with complaints. If this does not resolve your complaint, please move on to the next stage.

Stage 2

Please put your complaint in writing. You may ask a friend to help you do this. Please write clearly and remember to sign and date it. Please hand your complaint to a member of staff, who will pass it on to the CEO, or if you are no longer coming to Doorway, please post to us at: Doorway Office, The Citadel, Bath Road, Chippenham, Wiltshire SN15 2AB.

You will normally receive a quick response. However, if it takes more than two weeks for the CEO to follow up, you will be told when you should expect a decision.

Stage 3

If you wish to appeal against the decision of the CEO, or if your complaint is against the CEO, you may write to complain to: The Chair of Trustees, c/o Doorway office, The Citadel, Bath Road, Chippenham, Wiltshire SN15 2AB and mark the envelope "Complaint in Confidence".

All complaints at Stage 3 will be considered by a panel of Trustees, whose decision will be final. However, in the case of complaints against the CEO, you may appeal to the Chair if you feel the decision of the Trustees is unfair. The Chair will then arrange for a panel of different Trustees to consider your appeal, and their decision will be final.

The Trustees will endeavour to resolve any Stage 3 complaints within four weeks. If it needs to take longer, they will keep you informed about what to expect.

Reviewed May 2024

Doorway Guests' Complaints Form

Name:

Place where you can be contacted:

Phone or Mobile number:

Please describe the nature of your complaint below. You may use another sheet of paper if you wish.

Signed:

Date:

Name and contact details of friend helping you (if applicable):