



June 2010

The Medway LINK

Complaints Procedure

Introduction

This procedure aims to respond promptly and effectively to any complaints made about the LINK and / or an individual LINK participant.

Procedure

For LINK participants, service users, health and social care professionals and members of the public:

1. The individual should talk to the person responsible for causing the problems.
2. If this is not possible, or the complaint is not resolved at this stage, the individual should talk to the LINK's responsible Coordinating Team Member. The Coordinating Team Member will then investigate the complaint, talking to all parties concerned and examining any relevant paperwork. A written response will be made to the individual within 28 days. If this is not possible, the individual will be contacted to explain the reasons for the delay.
3. If this is not possible, or the complaint is not resolved at this stage, the individual should talk to the Facilitator of the Medway LINK Coordinating Team who will confer with fellow Coordinating Team Members and investigate. The Facilitator will provide a written response to the complaint within 30 days of receiving the complaint. If this is not possible, the individual will be contacted to explain the reasons for the delay.
4. If the complaint is still unresolved at this stage, the individual may approach the Host Organisation.

****** End of procedure ******

Recommendation: That the above Complaints Procedure is agreed

Central Office

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Local Office

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(Answerphone available out of office hours)