



Mid Devon Community Family Trust Complaints Procedure

MID DEVON COMMUNITY FAMILY TRUST aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with Mid Devon Community Family Trust.

If you are not happy with MID DEVON COMMUNITY FAMILY TRUST please tell us.

If you are unhappy about any MID DEVON COMMUNITY FAMILY TRUST'S service, please speak to the relevant staff member, manager or Trustee. If you are unhappy with an individual in MID DEVON COMMUNITY FAMILY TRUST sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Trustee.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint If you are not satisfied with our response or wish to raise the matter more formally, please write to the Responsible Trustee. (If your complaint is about the Trustee please write to the Chair.)

All written complaints will be logged. You will receive a written acknowledgement within Fourteen working days.

The aim is to investigate your complaint properly and give you a reply within 30 working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.