

Complaints Procedure

OUR Commitment to YOU

We aim to provide a quality service to all our clients. If you are in any way unhappy with the service you have received from us we would like to hear from you immediately.

How to Complain

Tell the person you are dealing with that you are not satisfied, so that, if possible, the problem can be sorted out straight away. If you can't agree – or find it hard to approach the person – complete a complaint form, available at reception and ask to speak to the Director of Employability at Stepping Stone.

You can contact the Director by:

- Calling in person
- Telephoning
- Writing

But do please let us know.

YOU can complain if YOU are:

dissatisfied with the service provided

concerned that you have been refused a service you think you should have been provided.

Who to Contact

**Project Manager
Stepping Stone Project
240 Newtownards Road
Belfast
BT4 1HB**

Tel. 028 90738211

What Happens Then?

Your complaint will be:

- acknowledged within two working days
- investigated thoroughly
- treated confidentially
- responded to, in writing, within 21 working days

If there is a delay in issuing a response you will be kept informed. At any stage a meeting can be arranged to discuss your complaint, when a relative or friend may accompany you.

Time Limits for Making a Complaint

It is important to make your complaint as soon as possible. The time limits are:

- within six months of the event; or
- within six months of becoming aware that you have cause for complaint, providing that this is not more than 12 months after the event.

These time limits may be extended if good reasons can be given.

If You Are Still Dissatisfied

We are committed to doing our best to resolve your complaint. If, however, you remain dissatisfied with our response you have the right to contact the Director at:

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Belfast
BT4 1HB

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