

Complaints Procedure

ICAS aims to provide its users with the best possible service.

However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they might reasonably expect.

Your continued custom and goodwill is greatly valued by us and therefore if you have a complaint to make, we would like you to tell us about it.

THIS IS WHAT YOU SHOULD DO

- 1) If the matter relates to a particular volunteer or staff member, please if possible discuss it first with the person concerned. Hopefully the discussion will resolve the concern informally.
- 2) If, however, this does not resolve the issue or you feel that do not want or cannot talk to the person concerned and you wish to raise a formal complaint, it should be made in person, by telephone or in writing to the ICAS Service Manager. A complaint about the Service Manager should be made to the Chief Executive Officer (Impetus). A complaint about the Chief Executive Officer should be made to the Chair of Trustees.
- 3) Someone will be appointed to investigate the complaint. They shall quickly contact the complainant to arrange an interview and investigate the evidence and see how you would like the issue resolved.
- 4) The person investigating the complaint shall:
 - a. acknowledge it in writing within 7 days;
 - b. investigate the circumstances leading to it;
 - c. try to resolve the matter;
 - d. notify the results of the investigation to the complainant within a reasonable time - normally 21 days.
- 5) If dissatisfied with the results of an inquiry, the complainant may, within one month of notification, appeal to the commissioner of the service, at Brighton and Hove City Council.