

Advice Line Complaints Procedure

reunite is fully committed to providing a high quality telephone advice line service to all those who are in contact with us. If you wish to raise a concern about the service provided, or you are dissatisfied with the service provided, we offer a clear procedure that you can follow.

This complaints procedure serves to guide the conduct of all members of staff and to highlight opportunities for service improvement.

- 1) If you have a concern about the telephone advice line service provided by **reunite**, or are dissatisfied with the service provided, this should be raised with the Chief Executive Officer, who is responsible for handling complaints. Any concern or matter of dissatisfaction should be raised in writing, i.e., letter or e-mail. Letters can be sent to PO Box 7124, Leicester, LE1 7XX, and emails can be sent to reunite@dircon.co.uk. Please provide as much relevant information as possible so that the matter can be dealt with promptly. If the area of concern or matter of dissatisfaction relates to the Chief Executive Officer, then your complaint will be passed to a member of the Board of Trustees.
- 2) You will receive written acknowledgement from us that your concern or matter of dissatisfaction has been received and we will give an indication of how long it will take to send you a detailed response. In most instances we aim to provide a full response within 15 working days, however, this may not always be possible, especially if a detailed investigation is required or if we need to contact an individual outside of **reunite**.
- 3) If it proves impossible to send a detailed response to you within the time originally indicated, we will contact you again explaining the reason why and to tell you when you will receive a full response.
- 4) The Chief Executive Officer, or a member of the Board of Trustees, will undertake an investigation and will provide you with a detailed response. The response will set out your issue of concern or dissatisfaction so that you can be sure we have understood it correctly; will explain the outcome of the investigation; and will describe what amendments, if any, will be made to internal procedures.
- 5) If, following our response, you remain dissatisfied, you can ask for your complaint to be passed to the Chair of the Board of Trustees who will investigate the matter and provide you with a written response.