



Making a complaint

Goleudy is committed to providing a quality service and achieving the highest standards. We value service users and acknowledge they have the choice, voice and control in how they tell us their views on the service they receive from us.

When a stakeholder, member of the public or service user encounters issues with Goleudy's performance which they identify as unsatisfactory or unacceptable, if the issue cannot be resolved to their liking, they may request this to be heard as a complaint.

How is a complaint raised?

We can be contacted either in writing (by letter or e-mail), verbally (by phone or in person) or via the Contact page on our website. There are 3 Stages to raising a Complaint in line with our Complaints Policy:

Stage 1 - Informal

It is the case that most causes for complaints can be resolved through informal contact with staff. The benefit of this course of action is that the matter is resolved without delay and all parties can agree on a resolution.

If a complaint is regarding a Support Worker, you should ask to speak to the Designated Manager for the project or service and go to Stage 2.

Stage 2 - Formal

If you are not satisfied with the resolution of an informal complaint or there is good reason, the complaint can be raised as a formal complaint. You can do this verbally, or in writing, or via a third party.

If you raise a formal complaint, you will receive written correspondence that your complaint is being heard formally with details regarding who the Designated Manager is and timescales for hearing the complaint and responding.

Stage 3 - Appeal

If you are dissatisfied with the outcome of a complaint, another manager will be asked to review the complaint and hear an appeal. All appeal requests should be made to the Head of Housing Support.

Once all the facts have been reconsidered and the process is complete, the complainant will be notified in writing if the appeal has been upheld, partially upheld or not upheld. Once this process is complete the decision is final.

All service users have the right to complain using the Complaints Procedure of Commissioner / Funder / Regulator of their service/project.