

COMPLAINTS PROCEDURE

CHRISTIANS AGAINST POVERTY aims to provide service of a standard acceptable to all our users. If we fail to do this we want to know about it. This will enable us not only to deal with the specific problem, but also to avoid it happening again.

This document explains how our complaints procedure will take up any matters where you think the service you have received from CHRISTIANS AGAINST POVERTY is unsatisfactory.

If you would rather talk to someone about the complaints procedure please ask the Debt Coach who sees you.

This procedure is meant to provide a means to resolve a dispute between CHRISTIANS AGAINST POVERTY and any complainant.

As an organisation we would like to hear from you about any of the following:

- Dissatisfaction with our service, such as inadequate work, problems with casework, unacceptable delay or failure to deliver a service etc.
- A dispute between you and a Christians Against Poverty member of staff regarding policy, procedures or activities.
- Discourtesy or unhelpfulness on the part of Christians Against Poverty Appointed Representatives .

WHAT YOU SHOULD DO IF YOU WISH TO MAKE A COMPLAINT:

Should you feel you have cause for complaint, we would ask you to register this complaint in one of the following ways:

- By completing a complaints form and handing it to your Debt Coach. These forms are available from all CAP offices and on all home visits.
- Register a verbal complaint either with your Debt Coach or with any other member of Christians Against Poverty staff.

Once you have registered your complaint we will deal with it as follows:

Stage 1

You will be invited to discuss the complaint with the line manager of the member of Christians Against Poverty about whom the complaint is made. (This will be done within five days of the complaint being received)

Stage 2

Should you not be happy with the outcome of Stage 1, you will be asked to put your complaint in writing to the Complaints Manager. They will investigate the complaint and respond to you either in writing or at a meeting.

Stage 3

Should you not be happy with the Outcome of Stage 2, the complaint will be referred to the Management Committee Complaints Panel. They will investigate the complaint and respond to you either in writing or at a meeting.