



Easy Read



Complaints Policy

Reviewed May 2023

Why do we need this policy?

Sometimes people might not be happy with the service they get from Centre 404

- This policy will help you know what to do if you want to make a complaint
- This policy will tell you how Centre 404 will deal with your complaint



Centre 404 try to offer support that will meet your needs and what you want

We check our services and we welcome all feedback



If you are not happy with our staff or the service you get we want to hear from you so we can do better

Step 1 – Making a Complaint

If you want to complain about Centre 404 services or staff please contact us to tell us why you are unhappy



You can talk to the person you are unhappy with

If this is too hard, you can talk to another member of staff that you feel happy talking to



You can phone the office to talk to someone

You can ask to make an appointment to speak to them



You can contact us by email

general@centre404.org.uk



You can write down your complaint



We will always reply to complaints

We will write down what you tell us

You can make a complaint to any of these people

They are the managers of the different teams at Centre 404



Linda McGowan

Chief Executive of Centre 404



Sarah Spinetti

**Head of Operations
Independent Living and
Specialist Services**



Rory Howlett

**Head of Community Support
Services
Independent Living and
Specialist Services**



Eva Williams

**Acting Head of Supporting
Families Service**



Anamaria Vrkic

**Head of Learning and Leisure
Services**



Tracy Seymour

**Director of People and
Resources**



Paul Formosa

Chair of Trustees

You can write to him if your
complaint is about a senior
member of staff or the Chief
Executive



You can write to any of these
people at

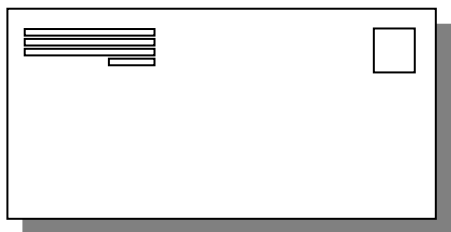
**Centre 404
404 Camden Road
London N7 0SJ**



You can phone any of these
people on

020 76 07 87 62

How Centre 404 will deal with your complaint



We will let you know how we are going to deal with your complaint

We will let you know when you will get a reply



We will listen to you

We will try to deal with the complaint by talking to the people involved

We will let you know how this went and any actions we will take



If you are not happy with our reply you can make a **formal written complaint**

This means writing your complaint down

You might want some help to do this



We keep a record of all written complaints

Step 2 – Making a Formal Written Complaint



Within 3 days we will send you a letter to say that we have received your formal complaint



When you write a complaint

- Tell us all you can about your complaint
- Tell us what has been done so far
- Tell us why you are not happy



We take all complaints very seriously

We will look into them carefully

We may carry out an investigation



Within 10 days we will send you a letter to tell you how we are dealing with your complaint

Step 3 – Further Complaints



If you are still not happy with how we have dealt with your complaint please write to **Jean Willson**

Jean is the President of Centre 404



This means your complaint will be reported in the next Executive Committee Meeting

The Executive Committee will decide how to deal with the problem

If you are still not happy you can talk to



ISLINGTON

Islington Learning Disabilities Partnership (ILDp)

52d Drayton Park
London N5 1NS

020 76 97 66 00



Your local learning disabilities team like

Camden Learning Disabilities Service (CLDS)

0800 91 77 307

020 79 74 43 41

Haringey Learning Disabilities Partnership

020 84 89 13 84







Care Quality Commission (CQC)

National Customer Service
Centre
Citygate, Gallowgate
Newcastle upon Tyne, NE1 4PA

030 00 61 61 61

Local Advocacy Services

If you would like support to make your complaint you can speak to any of these organisations

 The logo for The Elfrida Society. It features a dark blue square with the word 'THE' in white capital letters at the top, 'Elfrida' in a white cursive script in the middle, and 'SOCIETY' in white capital letters at the bottom.	<p>The Elfrida Society</p> <p>34 Islington Park Street London N1 1PX</p> <p>020 73 59 74 43</p>
 The logo for Rethink Mental Illness. It consists of a blue circle with the words 'Rethink Mental Illness.' in white text inside.	<p>Rethink Advocacy</p> <p>Islington and Camden</p> <p>080 88 01 05 25</p> <p>info@rethink.org</p>
 The logo for POhWER. It features a stylized figure with arms raised, composed of colorful circles (green, yellow, orange, red, blue). To the right of the figure, the word 'POhWER' is written in large, bold, black letters, with 'Voices Heard • Lives Empowered' in smaller text below it.	<p>POhWER</p> <p>pohwer@pohwer.net</p> <p>0300 45 62 370</p>
 The logo for VoiceAbility. It features a stylized graphic of three overlapping semi-circles in purple and orange above the word 'VoiceAbility' in a bold, sans-serif font, with 'Voice' in orange and 'Ability' in purple.	<p>VoiceAbility</p> <p>helpline@voiceability.org</p> <p>030 03 03 16 60</p>



If you feel worried or have any questions, please ask a member of Centre 404 staff.

YOU CAN CONTACT US IN THESE WAYS



Telephone

020 76 97 13 27



Address

Centre 404
404 Camden Road
London N7 0SJ



Website

www.centre404.org.uk



E-mail

general@centre404.org.uk