

We welcome feedback on any aspect of our services and practices from anyone who has contact with our organisation.

Such feedback may include suggestions or complaints.

Feedback is invited from any individual or agency who has come into contact with any service provided by us.

If an individual is unable to act for him/herself then it is acceptable for someone to act on their behalf.

Any feedback you give, whether a suggestion or a complaint, will be dealt with fairly, efficiently and confidentially.

Contact Us

If you would like to speak to someone or would like more information

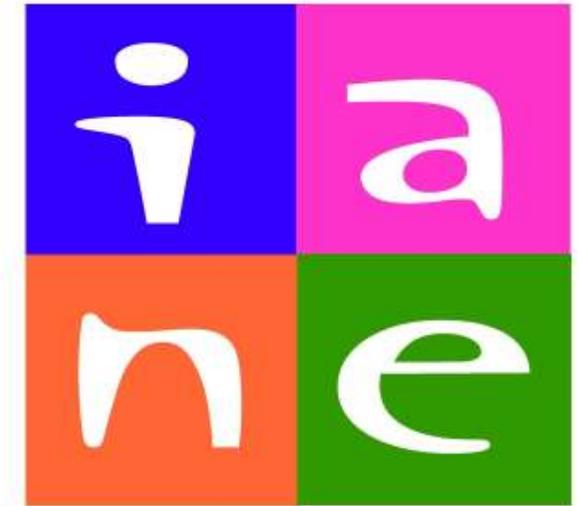
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**Independent Advocacy
North East**

Funded By



**SUGGESTIONS
AND
COMPLAINTS**



Suggestions

Suggestions can be made in person, by phone or in writing to any trustee or member of staff.

All suggestions will be passed on to our Chief Executive Officer (CEO) who will acknowledge and respond after consideration and consultation with appropriate people.

Complaints

Part 1

IANE always seeks to resolve complaints informally where possible.

If you have a complaint concerning any person involved in the advocacy service it is best where possible to discuss this informally with that person.

If the complaint is not resolved or you feel unable to have the discussion with the person involved you should contact the CEO who will try to resolve it formally.

If the complaint concerns a volunteer advocate then you should also discuss this with the CEO.

If your complaint concerns senior management then it should be taken to the chairperson.

Part 2

If you remain dissatisfied or do not wish to meet with the CEO you can put your complaint in writing.

A written complaint will be acknowledged in 3 working days.

A reply to your complaint will be given within 4 weeks unless investigation takes longer in which case you will be kept informed with regular progress reports.

Part 3

If you are still dissatisfied you can then take your complaint to the chairperson.

A full copy of our complaints policy can be obtained on request.

None of the above affect your right to contact other organisations.

You may bring along a friend/ supporter to help you to make your complaint. If you are unable to find support IANE can seek independent assistance on your behalf.