



Your Voice Counts Complaints Policy



Your Voice Counts wants to make sure all our services are good quality.

However, sometimes things go wrong and you or your family might want to make a complaint.

This tells you what to do if you want to make a complaint and what to expect from Your Voice Counts.

How to make a complaint

You can



Telephone

0191 478 6472



Write us a letter

Your Voice Counts
John Haswell House
8-9 Gladstone Terrace
Gateshead
NE8 4DY



Send us an email

mail@yvc.org.uk



Complaints will be listened to and talked about in private.



5



We will contact you within **5 working days** to let you know we have got your complaint and are looking into it.



A Manager will talk to everybody involved and investigate your complaint

28



A Manager will contact you and let you know what they found out and the results of your complaint within **28 days**.



If you are not happy with the results of the complaint you can ask us to look into it again. You can do this by telephone, letter or email.



If your complaint is about the **Chief Executive**, it will be looked at by someone from the **Board of Directors**.

The **Board of Directors** will be told about all complaints received **at the next Board meeting** and will look at what we found out to see if any changes need to be made to make our services better.