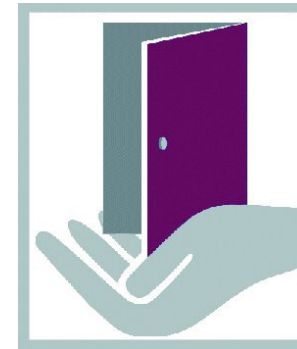


IF YOU HAVE ALREADY SPOKEN TO AN OFFICER OF THE 700 CLUB
PLEASE PROVIDE HIS/HER NAME BELOW

PLEASE PROVIDE DETAILS OF THE COMPLIMENT, COMMENT,
SUGGESTION OR COMPLAINT YOU WISH TO MAKE. USE
ADDITIONAL SHEETS IF REQUIRED.

HOW WOULD YOU LIKE TO SEE THIS MATTER RESOLVED? USE
ADDITIONAL SHEETS IF REQUIRED.



How to make a COMPLAINT about the 700 Club

This document is available in other formats.
Please contact Clare Costello on (01325)
366397.

This leaflet applies to all staff, volunteers,
service users, general public and any other
stakeholders.

Anyone making a complaint may be
supported or accompanied by a person of
their choice. The 700 Club will provide a
communicator and/or a chaperone if required.

HOW TO MAKE A COMPLAINT

Despite our best efforts to provide high quality services, you may from time to time be dissatisfied with a service the 700 Club provides. The 700 Club has a specified Complaints Procedure to ensure that all complaints are dealt with properly. A complaint is defined as;

“Any expression of dissatisfaction, however made, about the standard of service, actions of lack of action by the 700 Club or its employees affecting an individual customer or group of customers”

STAGE 1 – INFORMAL COMPLAINT

- Contact the staff providing the service that you are dissatisfied with
- Explain to them the reasons for your complaint
- You will receive a reply within five working days of the initial contact
- If a full reply is going to take longer than five working days you will be informed of that.

STAGE 2 – FORMAL COMPLAINT

- If you remain dissatisfied after Stage 1 of the procedure you can take the matter further by making a formal complaint
- Formal complaints should be made in writing using the attached FEEDBACK FORM. If you need assistance in completing the form a 700 Club representative will help you
- We will look into your complaint and then assign a manager, who has not been involved in the complaint, to investigate your complaint.
- You will receive an initial letter within five working days, detailing how your complaint will be dealt with, and by which manager.
- You will receive a second letter within fifteen working days detailing what the 700 Club will do to resolve your complaint. If a full reply is going to take longer than fifteen working days you will be informed of that.

STAGE 3 – WHAT IF I REMAIN DISSATISFIED?

If you remain dissatisfied with our response following Stage 2 of the procedure, you may wish the Chief Executive to review your complaint. You should put your request in writing to Chief Executive, The 700 Club, Church House, Grange Road Baptist Church, Grange Road, Darlington, DL1 5NH

Feedback Form

DATA PROTECTION ACT 1998

We will use the information you give on this FEEDBACK FORM, and any other information you provide, for the purpose of the investigation of your complaint. Additionally, we may also use the information for the purpose(s) of the 700 Club, or any other lawful purpose(s), and/or to provide you with information regarding other services.

NAME

ADDRESS

DAYTIME TELEPHONE NUMBER

MOBILE TELEPHONE NUMBER

E-MAIL ADDRESS

DATE

IS THIS THE FIRST TIME YOU HAVE CONTACTED THE 700 CLUB ABOUT THIS MATTER?

YES

NO