

# Speakeasy Advocacy



The Chief Executive will:

- ✓ Keep records of all complaints
- ✓ Report all complaints to the trustees every year
- ✓ Make sure everyone knows how to make complaints

For more information get in touch with us:



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# Complaints Policy

Giving a voice and support

Speakeasy Advocacy  
Registered Charity No. 1108304





# Why complain?


You might need to complain about us if.....

- our work is not good, we take too long or don't do something we should
- you disagree with us about how or why we do things
- our staff are rude or unhelpful



# How to complain

## Stage 1

 Tell the Chief Executive so they can sort it out with you \*

 We will do this within 5 days

\*If your complaint is about the Chief Executive get in touch with the Chair of Trustees

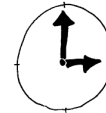
## Stage 2



Write to the Chief Executive or send them a complaints form—if you can't do this the Chief Executive will meet with you to get the information



The Chief Executive will investigate the complaint and try and sort it out, and say Sorry if we have got anything wrong



We will do this within 20 days

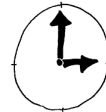
## Stage 3



If you are still not happy the Chief Executive will refer your complaint to the trustees



The trustees will investigate and report back to you with their findings



We will do this within 20 days