

Registered Charity 1195932

**Complaints Policy**

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| ***SIGNED:*** |
| **Chair of Trustees** |  The hardcopy on file has been signed |

The Sensory Place aim to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know. We take all feedback whether good or bad seriously as we are always striving to improve.

In order to ensure our services remain at a high and improving standard, we have a procedure

through which you can let us know of for any reason you are not satisfied with your dealings with

us.

If you are not happy with The Sensory Place, please tell us so we can attempt to put things right.

If you are unhappy about any The Sensory Place’s services, including outsourced providers, please speak to a trustee.

If you are unhappy with an individual in The Sensory Place sometimes it is best to tell him or

her directly. If you feel this is difficult or inappropriate then speak to the Chair of Trustees. If the complaint is about the Chair of Trustees, please speak to another trustee who will investigate.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

**Making a written complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please write to

the Chair of Trustees, Craig Henderson.

All written complaints will be logged. You will receive a written acknowledgement within five

working days.

The aim is to investigate your complaint properly and give you a reply within ten working days,

setting out how the problem will be dealt with. If this is not possible, an interim response will be

made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report

the matter to the next meeting of the Trustees, who will decide on any further steps to

resolve the situation.

Finally, please also let us know if you are happy with The Sensory Place’s services.