



Pro Touch SA
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Complaints Policy and Procedure

1. Policy Statement

Pro Touch SA Community Interest Company (PTSA) is committed to continual improvement of its services and facilities. It recognises that complaints are an important tool for addressing problems and will endeavor to ensure that all complaints are investigated and acted upon fairly.

2. Procedure

Any aggrieved party can make either an informal complaint verbally, a formal complaint in letter form, email or telephone call. Any complaints must be sent from the original recipient to the Welfare Officer (Mr. Mustapha Turay) in a brief written report, even if it has been resolved. If the Welfare Officer considers that the matter can be dealt with informally, he should deal with the matter as soon as possible supported by Senior Management Team (SMT).

If the Welfare Officer finds the matter cannot be resolved informally and considers the complaint to be serious enough to be formally investigated he will appoint the Chairperson, who will act upon the matter in selecting up to of three Directors / Trustees, who are demonstrably impartial. The complaint should be fully investigated, and every effort made to resolve the issue by mediation between all parties involved.

Should the complaint made be found to be justified and so serious, it is likely that disciplinary action will have to be taken.

Timetable of an Investigation:

1. A letter, email should be sent or in some cases a telephone call to the complainant within three working days outlining the procedure to be followed.
2. The aim will be for the panel to complete the investigation within two - four weeks where possible, in some investigation may take longer to gather evidence and review any materials related to the complaint. If there are good reasons why this cannot be achieved the complainant should be notified and another deadline given, as soon as possible.



3. The Welfare Officer / Chairperson is reserved to preside over any Appeal that might be made.

Records:

Any complaint must be recorded and signed by both the complainant and the original recipient of the complaint. This should be kept in the Complaints File with all documents relating to the investigation. Records of all Complaints will be reviewed annually.

As the Welfare Officer / Chairperson is reserved to Chair an Appeal, he/she will be unable to take part in the early stages of the complaint's procedure.