



**United Kingdom
and Ireland
Territory**



Employment Plus

APPENDIX 1 Complaints Display Procedure

| Not satisfied with the service provided? | | |
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| If you require support or an advocate (an independent person who acts in your interests) at any time, please ask a member of staff, a friend, a family member or a person from another organisation. | | |
| Informal Stage | Try to resolve it informally. Make a comment. Use a mediator. Talk gently with the person you are dissatisfied with, expressing how you feel. | |
| If you are not satisfied with the response you received | | |
| Stage 1 The Complaint | You need to take your complaint to (assistant regional manager / regional manager) the manager of your service or relevant point of contact. Ask a member of staff to help you with this and/or complete a Complaints Form or write a letter. Your complaint does not have to be in writing. The manager will deal with the issue and try and resolve the matter to your satisfaction. The manager will send you a response within five working days. | If your complaint is about the centre manager / corps officer, then your complaint must go to the Deputy Director who will delegate the investigation to a regional manager. You will be sent a response within five working days. |
| If you are not satisfied with the response you received | | |
| Stage 2 The Appeal | You need to take your appeal to the Deputy Director who will investigate. You will be sent a response within 10 working days. | If your appeal is about the centre manager / corps officer, then your complaint must go to the Director Employment Services who will investigate your appeal. You will be sent a response within 10 working days. |
| If you are not satisfied with the response you received | | |
| Stage 3 The Second Appeal | You need to take your complaint to: Director of Employment Services TSAEP , The Salvation Army, Territorial Headquarters, 101 Newington Causeway, London SE1 6BN. Tel: 020 7367 4877 who will ensure your appeal is investigated. You will receive a response within 10 working days. | |
| If you are not satisfied with the response you received, or at any time during the procedure | | |
| External | If you have followed the above procedure and the issue has not been resolved, or at any time during the procedure, you may want to contact the relevant regulatory body below. You must contact them within six months of getting the final response. JCP/DWP: The Independent Case Examiner, PO Box 209, Bootle, L20 7WA; Tel. : 0800 414 8529 | |