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|  | Shirley Neighbourhood Care Scheme  c/o Shirley Methodist Church, Eldon Avenue  Shirley, Croydon CR0 8SD  Tel 020 8662 9599 Email [sncs1970@gmail.com](mailto:sncs1970@gmail.com)  Website: [www.shirleyneighbourhoodcare.co.uk](http://www.shirleyneighbourhoodcare.co.uk)  Registered charity No 1137581 *SNC is part-funded by Churches Together in Shirley and Croydon Council*  Follow us on Facebook:  [www.facebook.com/ShirleyNeighbourhoodCare/](http://www.facebook.com/ShirleyNeighbourhoodCare/)  *Shirley Neighbourhood Care is a local charity helping older residents*  *to live independently through a range of services* |

**SHIRLEY NEIGHBOURHOOD CARE SCHEME COMPLAINTS PROCEDURE**

SHIRLEY NEIGHBOURHOOD CARE (SNC) aims to provide high quality services which meet the needs of our clients. We believe we achieve this most of the time; however, if we aren’t getting it right please let us know. 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 any reason you are not satisfied with your dealings with SNC. We welcome feedback as this will help us to give the best service we can. There are two stages to our complaints procedure:

Stage 1:

If you are not happy with any aspect of SNC’s work, please let us know by contacting the relevant staff member first of all. If you have a comment to make about the Lunch Club, you should contact our Lunch Club Leader, Danuta Plummer. If you are unhappy about any other aspect of SNC’s service you should contact our Co-ordinator, Suzy Stoyel. Your feedback can be given verbally or in writing. It’s very important that you take this first course of action before you proceed to the next level.

Stage 2:

If you are not satisfied with the response you receive at stage 1, you may put your comment in writing addressed to:

The Chair of Trustees

Shirley Neighbourhood Care

Eldon Avenue

Shirley, CR0 8SD.

The Chair will give you an initial response within one week; however, if the complaint is more complicated it may take a little more time to resolve and the Chair will give you an idea of the timescale involved. The Trustees aim will be to investigate a complaint thoroughly and to give you a written reply explaining how the matter will be dealt with.

February 2018