TURNING POINT

inspired by possibility



This easy read leaflet tells you about how we manage complaints.

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How we manage complaints

When you make a complaint this is what you can expect to happen.



One working day after telling us about your complaint

We will talk to you to think about how we can help you with your complaint.



Three working days after telling us about your complaint

If you tell us you are not happy with how we have tried to help you with your complaint, we will take your complaint further.



10 working days after telling us about your complaint

We will contact you and let you know who will look into your complaint for you.



One month after telling us about your complaint

We will update you on a decision about your complaint. If we haven't made a decision yet, we will let you know how long it will take for us to make one.



Appeal

If you are not happy about the decison of your complaint, you can appeal. This means you can ask us to look at your complaint again.



You have one month to do this after the decision is made.



Three working days after you tell us you want to appeal

We will write to you to tell you the name of the person who will lead your appeal.



10 working days after you tell us you want to appeal

We will write to you to let you know what the decision is about your appeal.



This will be the end of our complaint process. We may not continue with your complaint if we feel we cannot come to a decision for you.



Or it might be agreed with you that we will postpone your complaint. This means delaying a complaint before we look at it again.



If we are unable to speak to you after lots of attempts to contact you about your complaint, we will write to tell you that we have stopped looking into your complaint.



This will be one month after the last contact from you.



If you are unhappy with the decision of your appeal, you may write to the appropriate Ombudsman.



An Ombudsman is someone that does not work for Turning Point. They will look at your complaint and make a decision.



An advocate or local advocacy service can help you to do this.