

# What to do if you have a complaint about The Hamlet Adult Services



The Hamlet tries to provide high quality services for everyone that attends. We know that sometimes things don't go to plan. When this happens, we want to try to put things right and learn from our mistakes.



## Step 1:

If you feel we have done something wrong you can speak to the staff member involved.

If you don't feel able to do that you can speak to the Senior Manager, Lorraine Ewing. You can do it in person or you can call 01603 616094.



## Step 2:

If you want to take your complaint further, you can email or write to Lorraine Ewing (Senior Manager). Try to include:

- Names of people involved
- Time and date of the incident
- What happened
- Any evidence you have of the incident

We will reply to you within 3 working days. We will investigate the complaint within 15 working days. If we are not able to do this, we will explain the reasons to you.

After the investigation, you will get a written reply from Lorraine Ewing.





### **Step 3:**

We hope step 1 or 2 will resolve the situation. If you are still unhappy you can ask for the complaint to be passed to The Hamlet Chief Executive, Pauline Morgan and the Board of Trustees. You can also do this if your complaint involves Lorraine. Pauline and the Board of Trustees will discuss the complaint and give you a written reply. This could take up to 15 working days.



### **Step 4:**

If you want to take your complaint to someone outside The Hamlet you can contact Norfolk County Council Customer Services on 0344 800 8020.



At any point in the process, if we think your complaint might be a safeguarding concern, we will follow our safeguarding procedure.



At any point in the process, if we think a crime might have been committed, we will contact the police.