



a branch of StreetSpace

Complaints Policy & Procedures

General Statement of Intent

1. New Team is committed to providing a high quality service and working in an open and accountable way that builds the trust and respect of everyone we come into contact with. However, we know that there may be times when we do not meet our own high standards. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.
2. We take complaints very seriously and we treat them as an opportunity to develop. This is why we are always very grateful to hear from people who are willing to take the time to help us improve.
3. It is also important for us to receive feedback on the service provided when things go right, so that we can build on that good service for all those who come into contact with us
4. You can put your complaint in writing by post or e-mail.
 - Email: newteamgovan@gmail.com
 - Post: New Team, Flat 2/2, 25 Napier Place, Govan, G51 2LW.
5. Please make sure you tell us:
 - what has happened;
 - when it happened;
 - the background to the problem, if you think it is relevant;
 - what you've done to try and sort it out (if appropriate);
 - what you want us to do to put things right (if appropriate);
6. We will acknowledge your complaint within a week of receipt and investigate it as quickly as possible. We may contact you for further information.
7. Normally the complaint will be investigated by the line manager of the person responsible for providing the service you have complained about. This manager will write to you within four weeks telling you the result of his/her investigation. If you are not satisfied with the outcome, you can ask the Project Leader to review the handling and investigation of your complaint. If after this you are still not satisfied, you may write to the Chair of the Trustee Board at the above address.
8. Please refer to the New Team confidentiality policy for issues regarding the confidentiality of your complaint.
9. This policy will be brought to the attention of those who use our services by:
 - Staff making it known where appropriate.
 - Publicising it at appropriate meetings e.g. AGM
 - Posting it on the New Team website.

Feedback on our work: New Team welcomes all feedback on our work (positive and negative – see 1.3 above) as it is an important element of our learning and development – please do contact us – directly on 07849 026 990.