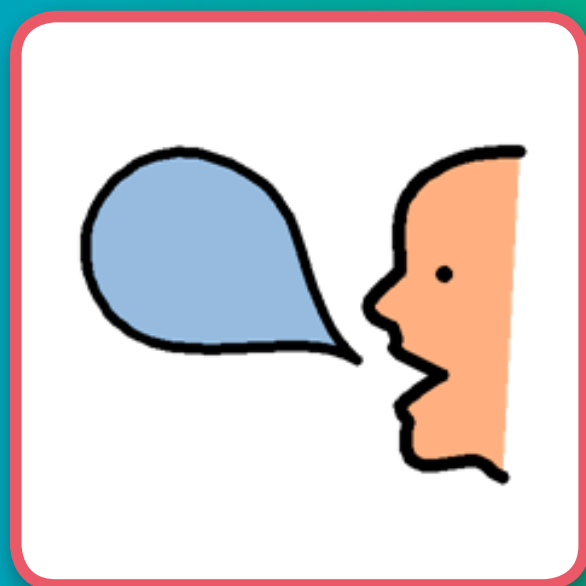


Feedback and Complaints Policy




Northcott

Our Policy is:



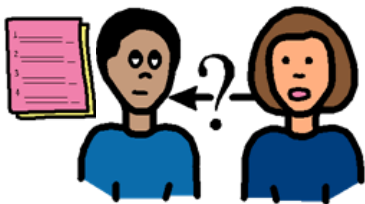
Complaints, suggestions and compliments are welcomed and important to make sure our services are of the highest quality.



We recognise, respect and encourage your right to raise complaints and give feedback without fear.



You can give feedback and complaints in writing, by email, fax, by speaking to someone or any other way.



We ask for your feedback about our services through surveys, reviews, formal meetings and informal meetings.



How you give your feedback or complaint will not affect how quickly we get back to you or the result.



We make sure staff who work with children consider their vulnerability and listen carefully to any complaints they make.



Complaints are handled in line with relevant legislation.



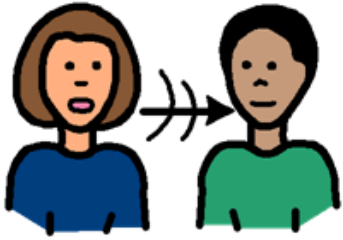
We promote our feedback and complaints process.



We make sure all complaints are logged so we can find trends, risks and make recommendations for improvements.



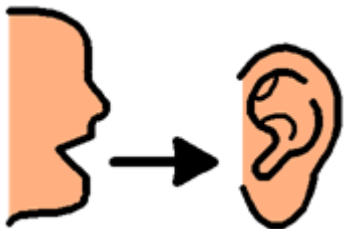
We have a standard approach to how complaints are managed.



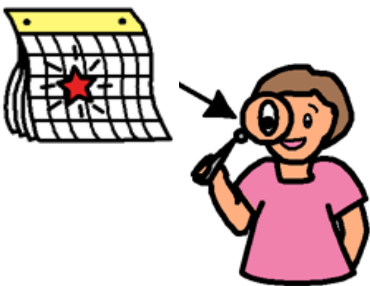
You will be updated about the progress of your complaint.



Feedback and complaints are managed fairly. We always try to achieve a positive result.



We encourage good listening and communication to make decisions based on evidence.



We try to resolve complaints within 35 days.



Sometimes by law we need to share your personal information if the court asks us to or there are concerns for your safety.