

# Street Talk - Complaints Procedure

## Purpose and scope

Street Talk aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not 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 for any reason you are not satisfied with your dealings with the organisation.

## The procedure

If you are unhappy about any Street Talk service, please speak to the relevant staff member, manager or Director. If you are unhappy with an individual in Street Talk sometimes it is best to tell the individual directly. If you feel this is difficult or inappropriate then speak to the individual's manager or the Director. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

### Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director. (If your complaint is about the Director, please write to the Trustee responsible for complaints.) All written complaints will be logged. You will receive a written acknowledgement within five working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

## Contact Information

Post:

Street Talk  
Resource for London  
356 Holloway Road  
London, N7 6PA

Phone:

07913817046

Web:

[street-talk.org.uk](http://street-talk.org.uk)

[info@street-talk.org.uk](mailto:info@street-talk.org.uk)

This procedure was last reviewed: April 2020

This procedure will next be reviewed: April 2022