

## Converge's Complaints Procedure

Our commitment to clients is to ensure that:

- Making a complaint is as simple as possible
- We treat all complaints seriously
- We deal with any complaint, fairly and in confidence
- We learn from complaints and use them to improve our service.

### How do we deal with complaints?

We try to resolve complaints as soon as they arise. Wherever possible, a member of staff will endeavour to resolve any complaint communicated as soon as they become aware of it.

However, we recognise that some issues may arise that are incapable of immediate resolution. If a resolution is not achieved by a member of staff, it is referred to a member of the Board of Trustees, who will then take responsibility for resolving the complaint within a reasonable timeframe. The Board member will thoroughly investigate the complaint before making a decision on an appropriate resolution.

### Response Times

In dealing with a complaint we will:

- Acknowledge receipt of your complaint within five working days.
- Issue a full response within 28 days,
- Where it is not possible to meet the above response time, we will keep you informed and provide an explanation for the delay.

If you have exhausted our internal complaints procedure and you are still dissatisfied with the resolution of your complaint, you may make further complaint to the Civil Mediation Council (CMC).