



May 2010

## **The Kent LINK Complaints Procedure**

### **Introduction**

This procedure aims to respond promptly and effectively to any complaints made about the LINK and / or an individual LINK participant.

### **Procedure**

For LINK participants, service users, health and social care professionals and members of the public:

1. The individual should talk to the person responsible for causing the problems.
2. If this is not possible, or the complaint is not resolved at this stage, the individual should talk to the LINK's responsible Governor. The Governor will then investigate the complaint, talking to all parties concerned and examining any relevant paperwork. A written response will be made to the individual within 28 days. If this is not possible, the individual will be contacted to explain the reasons for the delay.
3. If this is not possible, or the complaint is not resolved at this stage, the individual should talk to the Chairman of the Kent LINK Governors' Group who will confer with fellow Governors and investigate. The Chairman will provide a written response to the complaint within 30 days of receiving the complaint. If this is not possible, the individual will be contacted to explain the reasons for the delay.
4. If the complaint is still unresolved at this stage, the individual may approach the Host Organisation.

*\*\*\*\*\* End of procedure \*\*\*\*\**

**Recommendation: That the above Complaints Procedure is agreed.**

From the Kent LINK Governors' Group  
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