

KeySteps aims to provide high quality services which meet the needs of its clients and the third parties which it engages with. 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 if for any reason you are not satisfied with your dealings with the charity.

If you are not happy with KeySteps please tell us.

If you are unhappy about any KeySteps service, please speak to the relevant staff member, volunteer or manager by calling 01934 617617.

If you are unhappy with an individual in KeySteps, sometimes it is best to tell them directly. If you feel this is difficult or inappropriate, then speak to the staff member's manager or the Chair of Trustees.

Often, we will be able to give you a response straight away. However, when the matter is more complicated, we will follow our formal complaints process.

FORMAL COMPLAINTS PROCESS

If you are not satisfied with any initial response you may receive when raising an issue in person or on the phone and wish to raise the matter more formally, please write to one of the following addresses:

By post: The Manager, KeySteps, Rooms 1-2, St John's Hall, 4-6 Boulevard,
Weston-super-Mare, BS23 1NA

By Email: office@KeySteps.org.uk

Please address your complaint to the Manager. If your complaint is about the Manager, you can address your complaint to the Chair of Trustees.

All written complaints will be logged. You will receive a written acknowledgement within five working days.

If you are unable to contact us in writing because of a disability and need a reasonable adjustment, please call us on: 01934 617617

The aim is to investigate your complaint properly and give you a reply within twenty 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 and an indication of when a full reply will be given.

If you are not satisfied with the response to your complaint then you can request further investigation. You will receive an acknowledgment of your requests within five working days and either a full reply within 20 working days or an interim response will be made informing you of the action taken to date or being considered and an indication of when a full reply will be given.