

# PartnershipProjects

## Complaints Policy & Procedure

Each clinic area served by PartnershipProjects (*Birmingham and Midlands, London., Bristol with South Gloucestershire and Somerset, Cardiff and South Wales, Portsmouth, and Hampshire, Brighton with East and West Sussex – as of Feb 2017*) has a Regional Lead, who is answerable to the Associate Director of PartnershipProjects.

Any complaints will be directed to the Regional Lead. If the issue relating to the complaint cannot be resolved in communication between the Regional Lead and the complainant, it is escalated to the Associate Director of PartnershipProjects, who will formulate a written response to the complaint after sighting the relevant evidence.

In the case of third party referral, e.g. local authority referral, a copy of the written response will be sent to the referrer, as well as to the complainant.