



OFFICE

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MakoEducation's Complaint Policy

I. General Statement of Intent

I.1 Mako is committed to providing a high quality service. We acknowledge that we may not always get it right and, when this happens, would like to know what has gone wrong so that we can sort out the situation as quickly as possible and try to ensure that it does not happen again. This policy applies equally to young people whom we work with and youth workers to whom we may be offering training, support, consultation, non-managerial supervision, advice, information, etc.

I.2 Mako believes that your views are important and that complaints give us valuable information about the way we provide our service and how we can improve it.

I.3 It is also important for us to receive feedback on the service provided when things go right, so that we can build on that good service for all those who come into contact with us.

I.4 You can put your complaint in writing by post or e-mail to:

Mako,
35 Widnes Road,
Widnes,
Cheshire,
WA86AZ.

Email:

info@makoeducation.co.uk

Tel:

0151 345 1419.

I.5 Please make sure you tell us:

- What has happened;
- When it happened;
- The background to the problem, if you think it is relevant;
- What you've done to try and sort it out (if appropriate);
- What you want us to do to put things right (if appropriate);

I.6 We will acknowledge it within a week of receipt and investigate it as quickly as possible. We may contact you for further information.

I.7 The complaint will be investigated by a Partner and/or the member of staff responsible for providing the service you have complained about. The corresponding member of staff will write to you within four weeks telling you the result of his/her investigation. If you are not satisfied with the outcome, you can ask the Partner to review the handling and investigation of your complaint.

I.8 This policy will be brought to the attention of those who use our services by:

- Ensuring it is displayed in any setting where we are directly responsible for youth work.
- Referring to its availability in all evaluation forms at training events, conferences etc.

- Posting it on our web site.

Feedback on our work: Mako welcomes all feedback on our work (positive and negative – see 1.3 above) as it is an important element of our learning and development – please do contact us – directly or through our web site at any time – or call 0151345 1419