

Complaints Procedure for Service Users

Statement of Intent

NAPAC aims to deliver a highly professional service that responds to the very human need of men and women traumatised through abuse or neglect in childhood. Structures have been put in place to ensure that professional standards of service provision are adhered to. We continually strive to improve this service through training and policy reviews with an aim to developing best practice.

However there are times when people feel a valid complaint needs to be made and it is our intent to hear that criticism, whether it is an offer for improvement or a case where there is a grievance. In all circumstances NAPAC will endeavour to respond to you in an honest, open and fair manner.

Guidelines

1. We hope that most problems can be solved informally, all our Support Line operatives and volunteers are trained and supervised by NAPAC. Please raise the matter with the person who you spoke to, you will find in most circumstance the problem can be resolved there and then.
2. But if the matter is not dealt with to your satisfaction the issue should be brought to the attention of the volunteer co-ordinator. Leave a contact number for them and they will return your call within 7 working days.
3. Our Volunteer Co-ordinator is trained to listen and will hear what you have to say and if they feel you have a valid complaint about the service you received they will take it up with the other person involved. You will hear within 14 days the outcome of this meeting.
4. If you are still not satisfied that the matter has been dealt with thoroughly and wish to make a formal complaint then you should put this in writing within 28 days of the initial incident to the Chief Executive.
5. The Chief Executive will be in contact with you within 14 days regarding the outcome of your complaint.
6. If you do not feel satisfied with the response from the Chief Executive you can take the matter up with the Chair of Trustees by putting your complaint in writing.

All communication should be addressed to:

NAPAC
42 Curtain Road
London
EC2A 3NH