

## **COMPLAINTS PROCEDURE**

New Era Enterprises endeavours to deal with any issues that clients may have with regard to the service they receive in the everyday contact with members of staff. Staff are available to help and support clients throughout their registration with New Era for support, and clients should feel they can bring out any issue of concern to the project worker(s) working with them, and sort out any problem they have in this way. Comments, compliments and complaints slips are available for clients to make any written statements if they wish.

Should a client be dissatisfied with the service s/he has received, and this has not been resolved s/he should contact the Key Worker of the Project Worker concerned with the delivery of the service. Should the issue remain unresolved then the client should send a written complaint to the The Secretary, New Era Enterprises Ltd, 23 St James Row, Burnley, BB11 1EY. This complaint will be acknowledged as soon as it is received by letter. The complaint will be dealt with by the Operations Group, and a response to the complaint will be made in writing within 10 working days of sending the acknowledgement, with a complainant's response form enclosed.

The response form gives the complainant the opportunity to indicate that s/he is satisfied with the outcome or that s/he is unsatisfied with the outcome. If the complainant is unsatisfied with the outcome a complaint should then be made on the response form and sent to The Quality Assurance sub committee, New Era Enterprises Ltd, 23 St James Row, Burnley BB11 1EY, where it will be dealt with by the Quality Assurance sub-committee of the Board of Directors. The complaint will be acknowledged as soon as it is received and investigated fully by this sub-committee, and a response made to the complainant within 10 working days. This response will indicate a plan for the resolution of the complaint, and a complainant's further response form.

There is a separate complaints procedure for clients of New Era Enterprises Training and Assessment Centre receiving training which is accredited by an external awarding body. This is available on request.

The Quality Assurance sub committee will review the complaints on a regular basis and report on them to the Board of New Era Enterprises.