

# COMPLAINTS HANDLING PROCEDURE

**I set out below the procedure that Jigz Limited will follow in dealing with a complaint.**

1. I (Steven Gartside) will personally deal with any complaints you have about our centre, our staff or any of the services we provide. If you have a question or if you would like to make a complaint, please do not hesitate to contact me via any of the following methods:

Telephone	01253 883880
E-mail	<a href="mailto:info@thingamajigz.co.uk">info@thingamajigz.co.uk</a>

(once initial contact has been made you may be provided with additional direct contact information)

2. If you have initially made your complaint verbally, whether face-to-face or over the phone, to any of our personnel, please also make it to me in writing to the email address given above.
3. Once I have received your written complaint, I will contact you by email within 7 days. At this stage I will give you my understanding of your case. I will also invite you to make further comments that you may have in relation to this.
4. Within twenty one days of your written summary, I will again email you, to inform you of my investigation into your complaint and let you know what actions will be taken.
5. If you remain dissatisfied with any aspect of my internal handling of your complaint, we may be able to appoint a mutually agreeable third party from a local office to undertake an independent assessment on your behalf.

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**For the purposes of GDPR: All complaints will be recorded and an appropriate file will be opened, which will contain the following information.**

1. Name of the complainant.
2. Date of the complaint.
3. Name of the personnel receiving the complaint.
4. Details and nature of the complaint.
5. Details of how the complaint was handled, any restrictions on the nature, content, or time qualification of the complaint with regard to insurers protocol, how the complaint was resolved, and the time taken to resolve the complaint.

**After the investigation;**

1. Information gained during the course of dealing with complaints will be taken into consideration when policy is formulated.
2. Disciplinary procedures may be one outcome of a complaint being made.

**Complaints relating to health and safety matters.**

Please be aware that in addition to our general complaints handling procedure, if your complaint relates to matters of health & safety, you can seek advice from the local authority environmental health department.

Details of the local authority environmental health department.

Wyre Council  
Civic Centre,  
Breck Road,  
Poulton-le-Fylde,  
Lancashire,  
FY6 7PU

(01253) 891000

Email: [mailroom@wyre.gov.uk](mailto:mailroom@wyre.gov.uk)