

If you have some concerns or an issue regarding the service you have received, you can read a copy of your Rights and Responsibilities and the Zig Zag Feedback and Complaints Policy, or talk with a worker about your options for raising the concern/issue or you can make a complaint to an external agency who deals with complaints or directly to the Funding

ZIG ZAG YOUNG WOMEN'S FEEDBACK & COMPLAINTS PROCESS

ANONYMOUS FEEDBACK

- Complete a Client Feedback Sheet and you can choose not to leave your name.
- You will not receive a response to your feedback but your comments will be provided to the relevant staff team and may be incorporated into planning and development.

DIRECT FEEDBACK

- Approach the Manager to discuss the procedure for providing direct feedback.
 - If your complaint is of a serious nature the Manager may ask you to consider a 'Formal Complaint' process outlined below.
- Alternatively the Manager will:
- Ask your permission to provide your feedback directly to the relevant worker/team.
 - Get your name and contact details so she can let you know of the organisation's response.

PROCESS FOR LEGAL MATTERS

It may be the case that the issue/concern you raise involves an alleged breach of law. In this circumstance, the other options outlined here may not be appropriate. The matter will be passed directly to the Management Committee who will seek legal advice and undertake the appropriate actions.

Mediation may be offered to resolve concerns with the assistance of an impartial

RESOLUTION

Your concerns are heard and there is an agreement regarding any outcome or actions.

NO RESOLUTION

Should you feel that the response you received from the organisation does not adequately address your concerns then you may choose to make a formal complaint. You can talk to a worker about Zig Zag's formal complaints process.

FORMAL COMPLAINT

- Submit your written complaint, outlining the circumstances and events that led to your dissatisfaction, and what you would like to see as an outcome (See the Complaints Form attached)
- Complaints of a serious nature, and/or complaints about the Manager, will be forwarded directly to the Management Committee.
- The Manager and/or the Management Committee will investigate the issues raised in your complaint.
- You can expect a response from the organisation within 10 working days. This response will outline the organisation's response and any actions taken in relation to your complaint.
- In some circumstances mediation may be offered to resolve the complaint with the assistance of an impartial third party.

RESOLUTION

Agreed actions are undertaken & you will receive a copy of documentation.

NO RESOLUTION

If you feel that the response from Zig Zag does not address your complaint, you have a right to have the decision reviewed either by Zig Zag or by going to an

EXTERNAL COMPLAINTS PROCESS

Submit a complaint to an external party such as the Office of the Health Ombudsman or directly to the Funding Body.

REVIEW OF ORIGINAL DECISION

Your complaint will be reviewed by Management Committee & a written response provided to you within

