Complaints

Complaints - Robertson Street

Thames Reach welcomes complaints from anyone who has been in contact with us. We see complaints as a chance to make improvements to our organisation and the services we provide. We will treat all complaints fairly and try to resolve them as quickly as possible.

Most complaints can be resolved quickly and informally by speaking to a member of Thames Reach staff. If this does not solve the problem you can make a formal complaint.

Stage 1

What to do

You can make a complaint verbally or in writing (including by email). If you need support from someone else to make your complaint, that is fine. Try to be specific and include dates, times, and places. Tell us what you would like to happen to resolve your complaint. You must include your name and contact details when you make a complaint so that we can respond.

What to expect

A member of staff will look into your complaint and then contact you in writing within five working days to thank you for your complaint and then outline what they will do next. They may also need to ask you for more information to fully investigate the complaint.

Within 10 working days of your complaint, you will receive a written response from us. This will tell you whether your complaint has been upheld and outlining any actions to be taken.

Stage 2

What to do

If you are not satisfied with the Stage 1 response, you should tell us why and ask for your complaint to be reviewed. You should do this within 28 days of receiving our response.

What to expect

A manager will contact you in writing within five working days to say that they have received your request and to let you know what they will do next.

Within 20 working days of asking us to review your complaint, you will receive a written response from us. This will tell you whether our Stage 1 response has been changed or not. We will also tell you about any other actions to be taken. This is Thames Reach's final response to your complaint.

If you are still unsatisfied

What to do

If you are still unhappy about the outcome of your complaint, you can contact the Housing Ombudsman. You can complete a form on their website (housing-ombudsman.org.uk) or phone them (0300 111 3000).

Things we do not include in our complaints process

- Complaints that have already been fully investigated through our complaints process
- Complaints about other people using Thames Reach services – you should speak to Thames Reach staff if you are concerned about someone else using our services

If you would like to contact us with a complaint or other feedback, you can get in touch by post, phone, or email:

Thames Reach
Employment Academy
29 Peckham Road
London
SE5 8UA

Tel: 020 3617 6070

Email: feedback@thamesreach.org.uk

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Thames Reach