



complaints and appealing a referral decision

THE EVOLVE PROGRAMME

complaints and appealing a referral decision

eve AIMS TO PROVIDE A HIGH QUALITY SERVICE BUT, FOR A VARIETY OF REASONS, WE ARE SOMETIMES UNABLE TO ACCOMMODATE ALL THE REFERRALS WE RECEIVE.

If you have been refused a place on our Evolve course by our service, believe you have been treated unfairly, or if you are dissatisfied with the standard of response you have received, you have the right to appeal against the decision made, or make a complaint about the standard of our service.

HOW THE REFERRAL APPEAL AND COMPLAINTS PROCEDURE WORKS:

The procedure consists of three clear and separate stages that allow your appeal or complaint to be dealt with as effectively as possible.

All referrals are assessed on the information gathered or provided whether written, over the phone or face to face. If there are any concerns about whether or not we can accept the referral, a manager is consulted before a decision is made. If you believe your application for any **eve** service has been handled unfairly, or if you believe our staff have not treated you politely or respectfully :

STAGE ONE

Please telephone our Development Manager on 01604 230588 to discuss your concern.

STAGE TWO

If you are not satisfied with the verbal response you receive, you may appeal against the decision given, or state your complaint, in writing. Please address your letter or written statement to:

C E O
eve
P O Box 76
Northampton NN1 5RL

The Chief Executive Officer (CEO) will respond in writing within seven working days of the receipt of the letter, whenever possible.

STAGE THREE

If you are not satisfied with the response given at this point, you may ask for your appeal or complaint to be referred to our Chair of Trustees. The Trustees are a group of interested professional people who are committed to ensuring that **eve** is run on sound and equitable principles. The Chair of Trustees will consider your appeal or complaint, in light of all the evidence provided, and will advise all concerned of a final decision within one month of the matter being referred.

eve HOPES THAT THESE STEPS REASSURE YOU THAT WE WILL DO EVERYTHING WE CAN TO ENABLE ALL APPEALS AND COMPLAINTS TO BE TAKEN SERIOUSLY AND HANDLED IN A WAY THAT WILL BRING EACH TO A SATISFACTORY CONCLUSION.

THANK YOU.



we're listening



P O Box 76, Northampton, NN1 5RL

Office: 01604 230588 (enquiries & admin)

Helpline: 01604 230311 (24 hours)