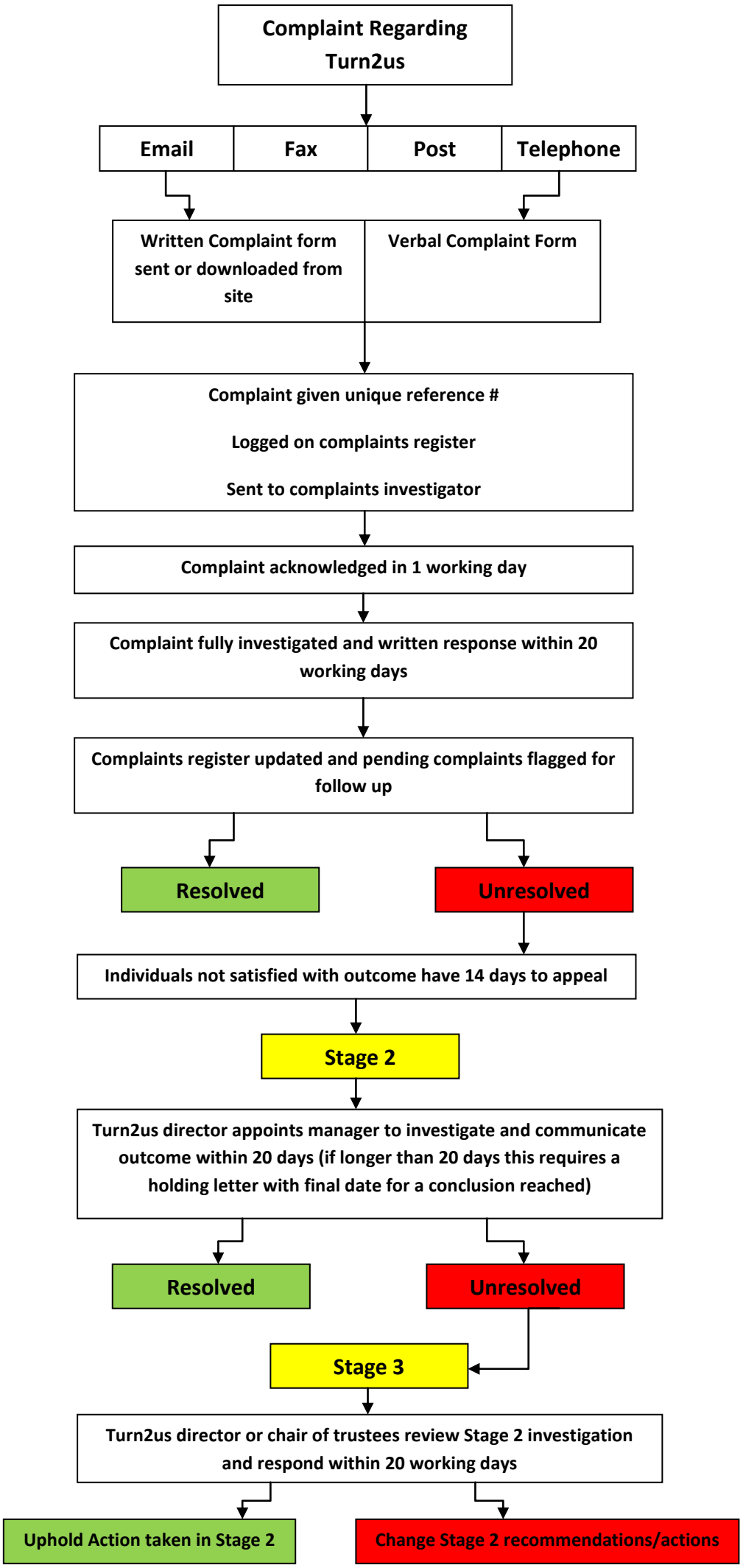
Complaint Regarding Turn2us
Email
Fax
Post
Telephone
Written Complaint form sent or downloaded from site
Verbal Complaint Form
Complaint given unique reference #
Logged on complaints register
Sent to complaints investigator
Complaint acknowledged in 1 working day
Complaint fully investigated and written response within 20 working days
Complaints register updated and pending complaints flagged for follow up
Resolved
Unresolved
Individuals not satisfied with outcome have 14 days to appeal
Stage 2
Turn2us director appoints manager to investigate and communicate outcome within 20 days (if longer than 20 days this requires a holding letter with final date for a conclusion reached)
Resolved
Unresolved
Stage 3
Turn2us director or chair of trustees review Stage 2 investigation and respond within 20 working days
Uphold Action taken in Stage 2
Change Stage 2 recommendations/actions