

... this is what to do

KCA is committed to providing high quality services and we welcome complaints and comments equally. If you are dissatisfied with any aspect of KCA's services, or if you wish to complain about any member of staff, this leaflet tells you what you should do.

If you are a client of KCA, making a complaint will not negatively affect the service you receive from KCA in the future. Your comments regarding the service are welcome and will help us to identify ways to improve services. Feedback from clients is very valuable to the organisation.

If you have a problem with our services, it will be easier for us to try to resolve them if you are clear about what seems to be wrong, and what you think should be done about it.



If you have a complaint ...

KCA Head Office

Dan House, 44 East Street, Faversham
Kent ME13 8AT
Tel: 01795 590635
Fax: 01795 539351
Email: admin@kca.org.uk

Training, Consultancy and Workplace
01474 326168

Finance

01795 590795



Problem solving

If you are a client, the first person to talk to will be your key worker or counsellor. They will try to find a solution that is acceptable to everyone involved. Most problems can be sorted out as simply as this.

If you don't want to talk to your key worker, or if you are not a client, then you should contact the local service lead to discuss your complaint. Telephone numbers and email addresses for local services are on our website www.kca.org.uk or available from our head office on 01795 590635.

Formal complaint

If your complaint has not been resolved satisfactorily, the next stage is to make your complaint in writing to the Chief Executive at KCA, Dan House, 44 East Street, Faversham ME13 8AT.

You can also request a meeting with the Chief Executive but this may take some time to arrange.

The Chief Executive will write to you within a week to acknowledge receipt of your complaint. You will be kept informed of the progress of the investigation and will be provided with a full written response within 28 days of receipt of your complaint.

Complaints panel

If the problem has still not been resolved to your satisfaction, you are entitled to put your complaint to a Complaints Panel, which will comprise members of the KCA Board of Directors and independent people with relevant experience. You should write to the Chief Executive at KCA, Dan House, 44 East Street, Faversham ME13 8AT.

The Complaints Panel will normally convene within four weeks. You will be able to attend the meeting and give written or oral statements in support of your views. If you wish, you will be welcome to bring someone with you to the meeting. We may be able to provide contact numbers of agencies that can offer further support and advice.

The panel will review your complaint and will make recommendations to the Chair of the KCA Board of Directors or his/her nominee. You will be advised of the outcome of your complaint, together with the reasons for the decision, normally within one week of the Complaints Panel meeting.

If you have any comments about the service, please write to Dan House, 44 East Street, Faversham, Kent ME13 8AT