

# Complaints Procedure

Version 1.0



## Opora - Complaints Procedure

Opora aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

### If you are not happy with Opora, please tell us

If you are unhappy about any of Opora's service, please contact [complaints@opora.uk](mailto:complaints@opora.uk)

If you are unhappy with an individual in Opora, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then please contact [complains@opora.uk](mailto:complains@opora.uk)

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

### Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please request your complaints to be escalated by emailing [complaints@opora.uk](mailto:complaints@opora.uk). (If your complaint is about how we handle complaints, please write to the Chair at [chair@opora.uk](mailto:chair@opora.uk))

All written complaints will be logged. You will receive a written acknowledgement within 5 working days.

The aim is to investigate your complaint properly and give you a reply within fifteen working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with Opora's services.