Complaints Procedure Flowchart

Written/verbal complaint received

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Complaint given unique reference number

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Sent to Complaints Investigator

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Complaint acknowledged within 1 working day of receipt of complaint

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Complaint fully investigated and written response within 20 working days. Where this deadline is not able to be met, complainant will be advised of the reasons and notified of a revised date for response.

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Complaints register updated and pending complaints flagged for follow action up

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Resolved	← →	Unresolved

Individuals not satisfied with the outcome have 14 days to appeal	←

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Stage 2

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Turn2us Director appoints manager to investigate and communicate outcome within 20 working days. If longer than 20 working days this requires a holding letter with final date for conclusion.

Resolved	← ↓ →	Unresolved

Individuals remaining dissatisfied with the outcome have 14 working days from the date of the outcome to request an independent review	←

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Stage 3

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Turn2us Director reviews Stage 2 investigation and responds within 20 working days