



## PROCEDURE:

# Complaint guidance for people using our services.

FAO: Staff / Volunteers / Participants / Visitors

### If you want to make a complaint - guidance notes for people who use our services

#### What will happen, by when and who will be involved?

If you are unhappy with something or someone at Sirona Therapeutic Horsemanship we want you to tell us. It is only by letting us know that we can improve our services for young people.

Any member of staff should be able to tell you about how to make a complaint.

#### If you want to make a complaint you can:

- Talk to any member of staff at Sirona CIO.
- Write it down and give or post that to someone at Sirona CIO
- Ask a friend or someone else (like a teacher or social worker) to come and tell us what your complaint is about.

#### Then what?



A member of staff from Sirona will speak to you, and will write down what you tell them. This is confidential, unless there are issues which may cause harm to you or other people (or if the police are involved).

We will get back to you within 6 weeks to let you know how we think we can make things better. We may suggest a meeting with everyone involved to see if we can find a solution

#### What happens if I need someone to support me?



You can ask for an **Advocate** or someone to support you. An Advocate will help you to understand the process and can help you to speak up, or can speak on your behalf. We can help you find someone, or you can ask a friend or someone from another organisation



Document:  
SP024

Page:  
1 | 2

Revision / Date:  
04.01.21

Authorised:  
*Hannah Burgon*  
.....



**PROCEDURE:**

**Complaint guidance for people using our services.**

FAO: Staff / Volunteers / Participants / Visitors

**What happens if I am still not happy?**



You can ask for us to start a 'Formal Investigation' - we will ask someone independent to investigate what has happened.

After this there is an Appeal panel, with some of Sirona's senior staff/trustees on it.

Please ask for more detail about this.

Don't forget you can also let another organisation know if you're not happy with the way we are dealing with your complaint. We can advise you who this could be depending on the nature of the complaint so please ask.

We really hope complaints can be dealt with quickly, and at a local level. Wherever possible we want to find solutions which will make things better for everyone.

If you need this information in another language or another format, please ask.

You can also make a complaint using this form. Just fill in the information below and hand it in to a director/practitioner at Sirona:

Your name	Today's date
Your contact address & email	Your contact number
What are you unhappy about?	
What could we do to make things better? a) Listen to what you tell us? b) Make sure someone gets back to you? c) Change the way we work? d) Do something differently so this does not happen to other young people? e) Make sure that young people are aware this is a problem so they can make a decision? f) other	

Document:  
SP024

Page:  
2 | 2

Revision / Date:  
04.01.21

Authorised:  
Hannah Burgon

.....