



## Making a complaint



A1 are committed to providing the highest possible level of service. However, there may be occasions when you feel dissatisfied with some aspect of the service received, or it may have fallen below the level you would expect, in which case you may wish to make a complaint.

Generally, there are two types of complaint:

### **Complaints about staff**

Complaints about staff are formally recorded on our systems where the conduct or behaviour of an officer or staff member was inappropriate or below expectation.

### **'Direction & Control' Complaints**

Such complaints are about overall corporate policies commonly known as 'organisational' complaints. They may include operational policies, decisions about resources, or general service standards in your area.

### **Who can make a complaint?**

A complaint may be made by –

- Someone who has been the victim of inappropriate behaviour or conduct
- Someone who witnesses such an incident
- Someone who has been adversely affected by the incident
- A person acting on behalf of one of the above with their written permission.

### **How to make a complaint**

There are a number of ways you can make a complaint:

- Complete the complaint form (attached)
- Go into any of our offices
- By telephone: 01736 711002
- Contact our Headquarters by letter (Professional Standards, A1 Health and Safety Cornwall, 6 Collygree Parc, Goldsithney, Penzance TR20 9LY)
- Contact a body to represent you e.g. Citizens Advice Bureau; Racial Equality Council; Youth Offending Team; Probation Service; or Neighbourhood Warden, all of whom can provide information.

### **What will happen to your complaint?**

Your complaint will be considered and a decision made about whether to record it or not (for example, you may not be someone eligible to make a complaint as outlined above), and the type of complaint it is, a 'Complaint about staff' or a 'Direction & Control' complaint.

You will be notified of that decision within 15 working days.

Most cases will be suitable for resolving or investigation locally by a supervisory member of staff who will contact you to discuss your complaint. This will probably be a local supervisor.

The more serious complaints or incidents will be dealt with by the Director. In certain cases the Director may refer the matter to an outside agency who will decide on the most appropriate mode of investigation.

You will be informed of the progress of your complaint at least every 28 days.

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PLEASE NOTE – We CANNOT handle operational or immediate issues or incident reporting via this form. If you need to contact us urgently please call 01736 711002.

You do not have to give us your details, but without them we will not be able to contact you and it may prevent us from being able to properly investigate your complaint.

<b>Title:</b>	<b>Forename:</b>	<b>Surname:</b>
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<b>Address:</b>
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<b>Telephone:</b>	<b>Email:</b>
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<b>Date of Birth (optional):</b>	<b>Gender (optional):</b>
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### Ethnicity (optional):

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> W1 White – British                    | <input type="checkbox"/> M4 Mixed - Any other mixed background                 | <input type="checkbox"/> B1 Black or Black British - Caribbean                  |
| <input type="checkbox"/> W2 White – Irish                      | <input type="checkbox"/> A1 Asian or Asian British – Indian                    | <input type="checkbox"/> B2 Black or Black British – African                    |
| <input type="checkbox"/> W3 White – Any other White Background | <input type="checkbox"/> A2 Asian or Asian British – Pakistani                 | <input type="checkbox"/> B3 Black or Black British - Any other Black background |
| <input type="checkbox"/> M1 Mixed - White and Black Caribbean  | <input type="checkbox"/> A3 Asian or Asian British – Bangladeshi               | <input type="checkbox"/> O1 Chinese   |
| <input type="checkbox"/> M2 Mixed -White and Black African     | <input type="checkbox"/> A4 Asian or Asian British –Any other Asian background | <input type="checkbox"/> E2 Any other ethnic group                              |
| <input type="checkbox"/> M3 Mixed - White and Asian            |  |   |

<b>Please tell us what happened:</b>
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**Time it happened:**

**Date it happened:**

**Where did it happen?**

**Which member(s) of staff were involved? (please provide name/number/description)**

**Details of any known witnesses:**

**Have you spoken to a member of A1 about your complaint? YES / NO**

**If yes please tell us where and when:**

**If you have a reference or log number please enter it here:**

**Please return this form to:**

Professional Standards, A1 Health and Safety Cornwall, 6 Collygree Parc,  
Goldsithney, Penzance TR20 9LY