

If you make a complaint to us, please remember:

- All complaints will be treated seriously
- Our priority is to try and resolve it quickly and fairly
- You will be kept informed about the progress and process
- We will discuss the outcome with you
- You may have someone to advocate and support you



BELFAST

9-11 Botanic Avenue
Belfast
BT7 1JG

Tel: 028 9024 4888

BALLYMENA

1st Floor, 6 Garfield Place
Ballymena
BT43 6EH

Tel: 028 2563 2641

L'DERRY

9 Queen Street
L'Derry
BT48 7EQ

Tel: 028 7137 8980

LURGAN

Flat 12 Mount Zion House
Edward Street
Lurgan
BT66 6DB

Tel: 028 3831 3380

Email: info@voypic.org
Web: www.voypic.org



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complaints • compliments • comments

SOMETHING TO SAY?

LET US KNOW!

VOYPIC is committed to providing high-quality support for all the people we work with. If you have suggestions or comments about the support we provide call to speak to us 028 90244 4888.

COMPLAINTS

- Are you unhappy with the service you have received?
- Are you unhappy with a decision that has been made?
- Have we taken too long to respond to you?
- Have people who work for VOYPIC treated you in the correct way?
- Is there anything else you are unhappy about?

COMPLIMENTS

- Have you received a really good service from us?
- If we have done something well, please let us know.

COMMENTS

- Do you have any suggestions about how we could make our services better?
- Is there anything else you would like to tell us about?

HOW TO CONTACT US

- in person
- by telephone
- through a member of our staff
- through a representative
- by letter
- by email



If you are contacting us on behalf of a child or young person, we will need to know that they are happy for you to do this.

When someone makes a complaint orally we will make a written record and provide a copy of it within 3 working days.



COMPLAINTS PROCESS

VOYPIC has a four stage complaints process:

Stage One – Problem Solving

You can speak to a member of staff or manager. They will try and put things right.

IF YOU ARE STILL UNHAPPY



Stage Two - Formal complaint

The Operations Director will investigate the complaint and respond to you within 28 days.

IF YOU ARE STILL UNHAPPY



Stage Three - Review of complaint response

The CEO will arrange a meeting with you within 28 days of your review request. The CEO will tell you the outcome within reason in writing 2 days after the meeting.

IF YOU ARE STILL UNHAPPY



Stage Four - Panel Request

The panel will be organised within 28 days of your request to review the response. The CEO will tell you the outcome within 28 days of the review.