# **Protocol for making complaints on behalf of clients**

**Reason for protocol regarding making a complaint on behalf of a client.**

A group of clients recently went to Wembley Stadium for a concert and had reason to use the disabled toilet facilities. These were in a disgusting state and several drunk people came into the area knocking on the toilet door of one client and urinating in a bin in front of another client. The staff members, rightfully so, felt it necessitated writing a formal complaint.

The management team felt it might be helpful to have some guidelines for staff on what to do in these circumstances.

1. First responsibility is and always will be to ensure the safety and dignity of our clients and yourselves.
2. If, as in the above incident, you are in a public venue ask for a copy of their complaints procedure.
3. Record the details of the incident as soon as you are able, to make sure you have as many facts as possible while the information is still clear. Even though you may feel very angry on behalf of our clients it is imperative that you act in a professional manner at all times. If you feel you need to take immediate action do so in a safe and professional way. Contact your manager immediately to inform them of the situation.
4. If immediate action is not required discuss the situation with your manager and agree on a course of action. Often a formal email will be sufficient but it may be necessary to send a letter on headed paper for the complaint to be taken seriously. Always copy your manager and the director into all emails and share a copy of any letters.
5. Once you get a reply, share this information with your manager and agree the way forward.
6. Remember it is also important to compliment people and agencies on positive experiences but the same steps need to be taken to inform your manager of your intentions.