

METRO DIVISIONS & SERVICES

Chief Executive Office

- Equalities
- Kent and Medway development
- Communications & Public Relations
- Policy
- Fundraising

Health & Community Services

- Office operations & administration
- Pitstop Clinics
- HIV Prevention for MSM
- Sexual Health Office
- Chlamydia Screening
- Condom schemes

Counselling & Peer Support

- South London HIV Partnership
- Mental health & wellbeing
- Counselling services
- LGBTQ Hate Crime & Domestic Violence
- Harbour Trust Services

Partnerships & Collaborations

- Youth Services
- National Youth chances
- GMI

Finance & Resources

- Finance
- Volunteering
- Human Resources

Appeals should be addressed to:

Dr Greg Usher
Chief Executive
METRO Greenwich
141 Greenwich High Road
London, SE10 8JA

greg@metrocentreonline.org

Mark your letter 'Private and Confidential'

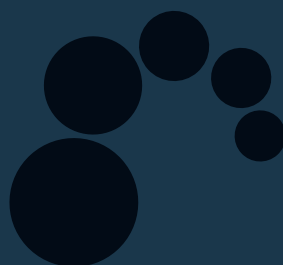
We really welcome your feedback & would ask that you give use the opportunity to respond & resolve any problems in the first instance.

If you are still not satisfied you can take your appeal to:

Dan McDonald
Chair of METRO Board of Trustees

or contact the Charity Commission
charity-commission.gov.uk

COMPLIMENTS & COMPLAINTS



020 8305 5000
info@metrocharity.org.uk | metrocharity.org.uk
@METROCharity | METRO Charity
Charity Number 1070582

YOUR DETAILS

Are you making a: Compliment Complaint

Name:

Address:

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Phone No:

Email:

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Date of compliment / complaint:

Date of event/ incident (if applicable):

Which METRO Service is this about?

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Are you: A current METRO service user

A former METRO service user

A family member/ carer

Other professional

Other – please specify

Do you feel you are being harassed as a result of the issue? YES NO

Have you raised this with the Service

Manager? YES NO

Please use the space below to tell us about your compliment or complaint.

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Max 7 working days



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Max 21 working days



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Max 15 working days

INFORMAL RESOLUTION

You should first try to solve your problem informally, unless:

- It relates to the local manager
- It is serious
- It is not acted upon
- You are unhappy with the resolution

FORMAL COMPLAINT

After your complaint arrives at METRO we will let you know within 3 working days that we have received it. We will also give you the name of the senior manager looking at your complaint.

They will decide whether to do a formal investigation and let you know the outcome within 21 working days from when your complaint arrived.

APPEAL

After your appeal arrives at the Chief Executive's Office we will let you know within 7 working days that we have received it, or within 3 working days if your appeal is about possible harassment.

Our Chief Executive will decide whether to investigate further and let you know the outcome within 14 working days.