

Complaints Procedure

In The Albert Centre, our aim is to provide you with the best possible care and treatment. We are committed to the principle that no person shall receive unfavourable treatment regardless of race, colour, nationality, ethnicity, religion or belief, gender, sexual orientation, marital status, disability or age.

The Albert Centre is committed to the principles of continuous improvement and positively views any complaint received as an opportunity to improve services and to be responsive to anyone using our services.

This leaflet explains how to complain.

You can complain if you have used or are trying to use our services; in addition you can complain on someone else's behalf if you have their agreement or for example if you are a parent, guardian, or main carer, etc.

In the first instance please talk to a member of staff involved in your care. In most cases we can sort out your complaint on the spot.

If you are not able to talk to the staff involved in your care, you can ask to speak to a senior member of staff or the Service Manager.

If you do not want to speak to someone in person, you can also complain by phone, email or in writing by the contact details below.

When complaining, you should include: your full name and address and as much helpful information as possible about what happened, where it happened and when.

We will acknowledge your complaint within 3 working days and send you a copy of our complaints policy and procedure.

We aim to write to you to let you know the result of our investigation into your complaint within 21 working days of receiving your complaint.

In some cases, we may need more time to give you a full response and won't be able to meet these timescales. If this happens, we will let you know and tell you why.



Please contact us at:
The Albert Centre, 147 Albert Road, Middlesbrough, TS1 2PS

Telephone: (01642) 218 361
Email: admin@thealbertcentre.co.uk