

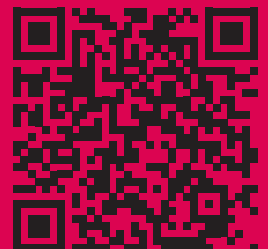
Journey



Concerns, Compliments & Complaints

Journey Enterprises
Network House, Acomb
Northumberland NE46 4SA

Charity no 514827 Company no 01780839



Our Complaints Process

Informal Complaints

For day to day issues please raise your concerns with any member of Staff.

It helps us if you tell us what we can do to resolve your concern.

We will do our very best to resolve your issue with you that day. If you are not happy with our response you can raise a formal complaint.

Formal Complaints

Formal Complaints are investigated by your Hub Manager who will respond to your concern **within 5 working days.**

If you are not happy with our response you can appeal and your case will be reviewed by a Senior Manager. Your response will come **within 5 working days.**

Serious Complaints

For serious complaints the first stage of your complaint will be investigated by the Chief Executive Officer who will respond to you **within 5 working days.**

If you are not happy with our response you can appeal to the Chair of the Board of Trustees. Our full and final response will be issued **within 5 working days.**

How to Contact Us

Acomb & Blyth Hubs Senior Hub Manager

adam.bird@journeyenterprises.co.uk
T 01434 724 035 or 07703684264

Network House, Acomb,
Northumberland NE46 4SA

The Annex, Bufflo Centre
55 Regent Street, Blyth
Northumberland NE24 1LL

Chief Executive Officer

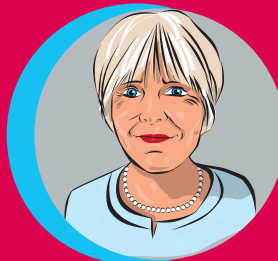
elspeth.mcpherson@journeyenterprises.co.uk
T 01434 724034 or 01434 608118

Network House
Acomb, Northumberland NE46 4SA

www.journeyenterprises.co.uk
info@journeyenterprises.co.uk
<https://www.facebook.com/JourneyNorthEast/>



Adam Bird
Senior Hub Manager
Acomb & Blyth Hubs



Elsbeth McPherson
Chief Executive Officer

Who else
can I
contact?

If you are not happy
with our final response
please contact

Northumberland County
Council's One Call
T 01670 536 400
Relay 018001 01670
536400



Clients' Feedback

All our Day Centres have Easy
Read Complaints flyers supporting
Clients to raise concerns.

Every Client has a Key Worker
who is available daily for Clients
to raise any concerns, give
feedback and make suggestions.

All Hubs have monthly Client
Forums chaired by a Client.

Every complaint or compliment
is recorded on our contact
management system for review
by Managers and the Board.

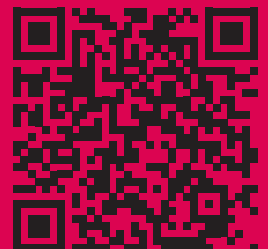
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How to Contact Us

Coundon Hub

Hub Manager

gemma.sowerby@journeyenterprises.co.uk
T 01388 612160 or 07703684264
13 Tees Walk, Coundon DL14 8JZ

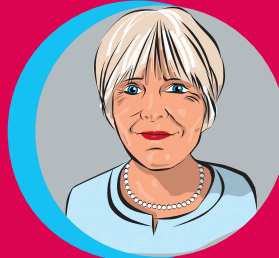
Chief Executive Officer

elspeth.mcpherson@journeyenterprises.co.uk
T 01434 724034 or 01434 608118
Network House
Acomb, Northumberland NE46 4SA

www.journeyenterprises.co.uk
info@journeyenterprises.co.uk
<https://www.facebook.com/JourneyNorthEast/>



Gemma Sowerby
Hub Manager Coundon



Elspeth McPherson
Chief Executive Officer

Who else
can I
contact?

If you are not happy
with our final response
please contact

Durham County Council
Social Care Direct
T 03000 267 979
Text 0753 745 3102



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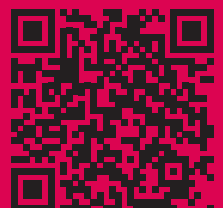
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How to Contact Us

Newcastle Hub

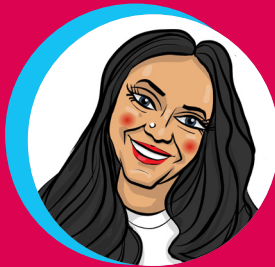
Hub Manager

fatima.zahra@journeyenterprises.co.uk
T 0191 484 1291 or 07793 557 273
Medwood Court, Shandon Way,
Newcastle upon Tyne NE3 3RY

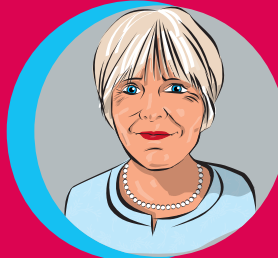
Chief Executive Officer

elspeth.mcpherson@journeyenterprises.co.uk
T 01434 724034 or 01434 608118
Network House
Acomb, Northumberland NE46 4SA

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info@journeyenterprises.co.uk
<https://www.facebook.com/JourneyNorthEast/>



Fatima Zahra
Hub Manager Newcastle



Elsbeth McPherson
Chief Executive Officer

Who else
can I
contact?

If you are not happy
with our final response
please contact

Newcastle City Council
Social Care Direct
T 0191 2788377
scd@newcastle.gov.uk



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