



## Complaints Procedure

1. Durham Nightline ('Nightline') makes every effort to ensure users are well-informed about the type of service they can expect through our publicity and on our website.
2. Nightline is committed to upholding the quality of our service. If you wish to make a complaint about the service you have received, or any aspect of the way our organisation is run, this document will outline our procedure for handling such feedback. All complaints made to Durham Nightline will be handled in accordance with our Confidentiality Policy.
3. If you are making a complaint during a telephone call or instant messaging chat, our volunteer will listen to your concerns and establish with you whether you wish to lodge a formal complaint with Nightline. You would then be directed to this procedure.
4. Complaints can be addressed to the Coordinators of Durham Nightline or to Durham Student's Union, following Durham Student's Union complaints procedure.
5. Complaints made to Durham Nightline should be detailed in writing and either emailed for the private and confidential attention of the Coordinators to [coordinators@durhamnightline.com](mailto:coordinators@durhamnightline.com) or addressed to the Durham Nightline Coordinators and delivered to the Durham Students' Union reception.
6. The Coordinators will acknowledge receipt of the complaint within 7 days (term time only) and bring the issue to the immediate attention of the Executive Committee at its next meeting. The outcome of the complaint, and any action taken, will be reported back to you by the Coordinators within 28 days (term time only) of receipt of the complaint.
7. If the outcome of a complaint made to Durham Nightline is considered unsatisfactory, the complainant may raise the issue with Durham Student's Union