

Wye Dean Wellbeing CIC

Feedback and Complaints Policy

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Wye dean Wellbeing CIC is a responsive organisation. We welcome comments and complaints and are committed to dealing with them fairly and effectively.

The CIC will:

- Welcome complaints as a valuable means of quality improvement and improving service delivery.
- Make a distinction between informal complaints, where we can resolve the issue quickly and formal complaints which need investigating.
- Deal with all complaints fairly and effectively, providing explanations and resolution.
- If a complaint is upheld, put preventative action in place so that the issue does not reoccur.
- Promote the Complaints Policy and look for ways for the people who use our services to use it.
- Ensure that staff are familiar with the policy and can explain it to people who want to make a complaint.
- Keep our policy and procedure under review.
- Ensure that complaints and improvement are regularly discussed at our Directors' meetings by maintaining quality improvement on the agenda.

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The Principles of Our Complaints Policy [↑](#)

We accept feedback from anybody – this can be people using our services, their representatives and families, fundraising donors, stakeholder organisations and members of the public.

All Directors, volunteers and employees have a responsibility to ensure that any complaints are received, acknowledged, and resolved as quickly as possible.

The is committed to maintaining the highest quality and service across all our services and activities. Receiving feedback and complaints enables us to improve.

We aim to provide an accessible system that enables people to tell us about any concerns they have is important. This may involve us in using different communication methods, or if the person making the complaint does not use English as their first language, we may communicate with them via an interpreter.

We will handle any information received confidentially (information will only be shared with those who need to know), investigate fairly and will provide a clear explanation. If a complaint is upheld, preventative action for the future will be identified.

We discourage complaints being made anonymously, because this makes it difficult to investigate properly and impossible to respond to the person making the complaint. However, we will always consider anonymous complaints, but this is likely to be on a more limited basis than would otherwise be possible.

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We cannot deal with complaints made later than 12 months after the event occurred. In some circumstances we will consider a complaint outside that time period, if you can give a good reason for not bringing it to our attention earlier and if in our view it is still possible to investigate the complaint effectively and fairly.

We will not be able to deal with a complaint which is subject to legal proceedings or is judged to be vexatious.

Trying to Resolve the Issue [↑](#)

If you are unhappy about anything the CIC has done or provided, we want to hear from you as soon as possible. It will be helpful if you inform a member of staff as soon as you become aware of a problem.

If it is possible to resolve the issue informally with you, then we will do so. We will investigate your complaint and if something has gone wrong, offer you an explanation together with an apology, and tell you what action we are going to take. Many issues can usually be addressed immediately, and we aim to address informal complaints within 24 hours (though this may not always be possible over non-working hours).

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Making a Formal Complaint [↑](#)

If having spoken to a member of staff you remain dissatisfied, or if your complaint is of a serious nature, we ask you to either:

Log your concern via [email](#)

We will need to know some essential information: ·

- What your complaint is about
- When and where the issue arose
- If you have already raised the matter with us, the date on which you did so
- The names of the people involved
- Any related concerns or comments you wish to bring to our attention.
- Your contact details and how best to reach you

Our response [↑](#)

The CIC will try to satisfactorily resolve any complaint as promptly as possible. We aim to formally acknowledge any complaint within three working days. In most cases we will complete looking into your complaint and be able to respond to you within twenty working days. However, if it becomes clear that a complex investigation is necessary, or disciplinary proceedings are involved, it will take longer than this. We will contact you to explain the delay and as far as we can, keep you updated with regular progress reports.

All cases which involve only an internal investigation will be completed within 2 months at the latest. However, in a very small number of cases which involve external authorities, this may not be possible. We will try to keep you updated as far as possible.

If a complaint is upheld the matter will be put right and future preventative action will be identified and implemented.

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The Directors will ensure that complaints, the consequent solutions, and lessons learnt are covered at their regular meetings.

If You Are Still Dissatisfied [↑](#)

If you continue to remain dissatisfied with our response you should tell us this and the response to your complaint will be reviewed by an alternative director, who will examine the processes that have led to previous responses. You will be told of their decision within a maximum of another twenty working days.

Fundraising [↑](#)

If your complaint is about the way we fundraise, and you remain dissatisfied after the internal review you can contact the Fundraising Standards Board (within 2 months of our final response). If you have a complaint about a fundraising advert, please let us know. You can also contact the Advertising Standards Authority.

Fundraising Standards Board

61 London Fruit Exchange
Brushfield Street
London E1 6EP

Phone: [0845 402 5442](tel:08454025442)

Email: info@frsb.org.uk

Website: <http://www.frsb.org.uk>

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Advertising Standards Authority

Mid City Place
71 High Holborn
London WC1V 6QT

Monitoring [↑](#)

All formal complaints are monitored and will be recoded on a central register. The Executive Directors will consider these monthly and at a wider Directors meeting every 2 months.

This policy is under constant review and will be amended where applicable. Policies will be discussed at Directors' meetings at no less than 6-month intervals.

Complaints Management and Service Expectations [↑](#)

The CIC has a nominated Complaints Manager who will oversee the complaints policy.

If English is not your first language and you have difficulty understanding this document, please contact us. We will either get the document translated or tell you what it means.

The CIC is always keen to hear suggestions for improving our service. If something is wrong, we want to put it right.

If you have any concerns or complaints, please talk to a member of the team. We operate an 'open door' approach throughout the organisation.