



Wings South West

Complaints Policy

Rationale

At Wings we believe that

- Everyone has the right to a high standard of service....
- Everyone has the right to complain
- We will learn from any complaints that are made.

Purpose

This policy will set out:

- What a complaint might be about
- The steps a service user, carer or parent should take if they wish to make a complaint.
- How Wings will deal with the complaint (procedure)

This policy does not cover how to deal with:

- Issues faced by staff in the workplace (see Grievance Procedure)
- Concerns about malpractice (see Whistleblowing Policy)
- Concerns about the welfare or safety of a service user (see Safeguarding Policy)

Complaints

A complaint is a statement that a service user, carer or parent is not happy with an aspect of the service provided, and might be about:

- Staff or Volunteers
- Other young people
- Activities that are offered
- Buildings or Facilities

Procedure

Once a service user, carer or parent has raised a concern an attempt should be made to resolve the matter informally through discussion between the staff member and complainant.

If this is not successful, the person making the complaint should put the complaint in writing to the Line Manager.

Stage One

The Line Manager should reply to the service user, carer or parent within a week and arrange to meet. After discussion with all relevant parties, a way forward should be agreed and a timescale put in place to review the outcome. A report should be written outlining this information, and any necessary measures should be put in place for the service user to continue to access services (unless a ban is in place).

Stage Two

If the complainant is still dissatisfied, the matter should be referred in writing, stating reasons, to the Chair of Trustees who will reply within two days of receipt. The Chair will carry out an investigation, or nominate another person to do so. If a member of staff is the subject of the complaint, that person should be informed before the start of the investigation. The investigation should be conducted within a reasonable timeframe, and the results discussed with the complainant and any other named staff member or service user. The report is otherwise to be treated as confidential.

If the complainant remains dissatisfied with the outcome and suggested way forward, contact details for support outside the organisation should be offered and the matter closed.

Agencies offering help could include:

- Local councillor
- MP
- Mediation services
- Citizen's Advice Bureau

At all stages from the receipt of the first complaint, the following will be observed:

- If a criminal offence has been committed the police may be informed
- If there are concerns regarding the safety or welfare of a service user, the Safeguarding Policy will be followed.

Informing parents and young people.

A leaflet outlining the Complaints Procedure will be sent to all new service users with the initial welcome pack, and given to Course Participants.

Staff will be made aware of the policy and procedure, and will ensure service users, carers or parents who wish to make a complaint are given copies of them.