**** **HOW TO MAKE A COMPLAINT ABOUT US**

A guide to making a complaint about us or our services by

using our formal Complaints Procedure

**INTRODUCTION**

**Of course we hope you do not feel you need to complain about us, but we think it is important that if you do, you have the information you need to make it as easy as possible.**

**Who can complain?**

Anyone who comes into contact with any part of the organisation and is dissatisfied with our services.

**What can I complain about?**

Any aspect of our work and how you have been treated.

**What about the work of the projects the Network manages?**

Yes, they are covered by our Complaints Procedure too. We currently manage the following projects:

Banes Travel Support

Wiltshire Independent Travel Support (WITS)

The Wiltshire Autism Hub Project

Wellbeing Projects such as Find Your Voice and 3M’s Lyneham

**THIS IS HOW OUR**

**COMPLAINTS PROCEDURE WORKS**

You are welcome to raise your concerns first of all with any member of staff or Management Committee member (the Management Committee are the elected Board of Directors who manage the Network). The person you raise your complaint with will

* clarify the issues with you
* - see if it is possible to resolve your concerns informally

If this is not possible, ensure you know how to use our formal complaints procedure which has **four** stages:

**Stage One**

You should contact the Chief Executive Officer to make your complaint. In response the Chief Executive Officer will;

* Ask to arrange a meeting between you and the Chief Executive Officer, or the Line Manager of the staff member involved in the complaint
* Advise you about being entitled to advocacy support or any other personal assistance, e.g. interpreters at the Network’s expense
* Have a meeting to record the nature of your complaint in a way you agree to.

**Stage Two**

Within 10 days of meeting you, the Network Chair and Manager will meet to clarify the action necessary to investigate your complaint. After carrying out their investigations they will decide what action (if necessary) the Network should take in response to your complaint. This could be, e.g. an apology or a change in our practice.

You are welcome to raise your concerns first of all with any member of staff or Management Committee member (the Management Committee are the elected Board of Directors who manage the Network). The person you raise your complaint with will report back to you within 7 working days of our meeting. If you are not happy with our decision, you have a right to go onto Stage 3.

**Stage Three**

Your complaint will be considered at the next meeting of the Management Committee or a sub group they appoint. You can choose to submit your complaint either in writing or in person (with any support you need).

The decisions of that meeting will be made known to you within 7 working days.

**Stage Four**

If you are not satisfied you can refer the matter to mutually agreed independent arbitration and both sides will agree in advance that the findings will be binding.

**A list of staff and Management Committee**

**members is available from our central offices**

**in Semington**

**We welcome feedback on our services**

**- positive as well as negative -**

**at any time**

**Please contact the Manager or relevant staff members**

**Wiltshire Service Users’ Network**

**The Independent Living Centre**

**St Georges Road**

**Semington**

**BA146JQ**

**01380871800**

**info.wsun@btconnect.com**

Wiltshire Community Care User |Involvement Network is a Company Limited by Guarantee and registered in England and Wales no. 2870293.