

Compliments, Complaints and Comments Policy & Procedure

Policy Statement

Warrington Voluntary Action (WVA) aims to provide all its users with the best possible service at all times. It is important to us that people are able to express their feelings and experiences of the services we provide. These can be both good and bad. If we know what your experience is, we can build on what we are doing well and introduce changes where they are needed. If you are unhappy with your experience we also need to know. This will help us improve our services for all who use them. You might want to complain, give us a compliment or make some comments about the service you have experienced.

A compliment is...

..... telling us about a service you received that you are particularly pleased with.

We can then pass on your appreciation to our staff. We are always delighted when you take the time to contact us about a good experience you have had at WVA.

A complaint is...

..... telling us when you are unhappy with a service you receive or the way you feel you were treated by WVA.

We are keen to ensure that everyone who has contact with us has a positive experience. Sometimes a complaint can be the catalyst for change. When a complaint is upheld we will review our service ensuring that where possible and appropriate we involve the complainant in the review process.

A comment is...

.... giving us your point of view about the services we provide.

Your information can help us consider how we deliver our services and may help us make changes that will benefit everyone.

Who can complain?

Anyone who receives a service or enquires about a service can use this procedure. Or you may prefer to have someone complain on your behalf. This could be a friend, employer, or support worker who can speak on your behalf.

What can I complain about?

- We have failed to give you access to information or have given you incorrect advice or information.
- We have not treated you politely.
- We have discriminated against you or not treated you fairly.
- We have not responded to you within appropriate timescales.

What you cannot complain about

You may be disappointed with the advice or information given, but you cannot use the complaints procedure to complain about information and advice if it is correct and appropriate at the time it was given.

MAKING A COMPLIMENT, COMPLAINT OR COMMENT

How to make a comment or compliment

We welcome comments, compliments and suggestions as these can help us improve our services. Please send them to management@wva.org.uk or visit www.wva.org.uk. We hope that you will always be satisfied with our service and look forward to receiving your comments. If we get it right or wrong we would like to know.

How to make a complaint

There are three stages in the WVA complaints procedure.

Stage One:

If you are not happy with the service you have received, please contact our management team by email (alison) or by telephone (01925 246886). The manager responsible for the service you have received will try to put things right in the first instance, and we would hope to settle complaints as quickly as possible in this way. Please let us know at the time if there is anything we need to know about how to contact you (for example, if you would like us to reply by text phone or on audio tape).

Within 5 working days of receiving your complaint we will phone or write to you to say that we have received it. We will also tell you how to contact the person who is dealing with your complaint and when you can expect a reply.

Stage Two:

If you are not satisfied with the response you receive, you can take this further by contacting Board of Trustees, by letter or email. The address is

The Gateway, 89 Sankey Street, Warrington, WA1 1SR

Please state

- What happened
- When it happened

Review Date May 2021

- Who dealt with you
- What you would like us to do to put things right.

If you cannot make your complaint in writing, please contact us via telephone on 01925 246886. Please let us know at the time of making your complaint if there is anything we need to know about how to contact you (for example, if you would like us to reply by text phone or on audio tape).

The Board of Trustees will undertake to investigate the circumstances leading to the complaint and take steps to put the matter right. You will receive a reply to your complaint within 10 working days. If they cannot give you a full response at this time, they will tell you why and when you are likely to receive it.

This will be the final stage in the WVA Complaints Procedure, but this does not affect your right to approach your local Citizens Advice Bureau or seek legal advice.

Records of complaints, including details of our investigation and our findings, will be kept on file for at least 6 years.

Further Information

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for the purposes connected with your complaint. We may also give your personal information to other people and organisations if we have to by law or if you have given us permission.