

MAKING A COMPLAINT

Part of the Building Better Opportunities (BBO) Fund

We are committed to providing high quality services, but occasionally things can go wrong. When this happens, you may want to complain.

It is our responsibility to listen and learn from feedback to continually improve our services. We will also try to explain what went wrong and put things right by making the changes needed.

To do this we follow a complaints process to ensure you receive an adequate response. Everyone deserves an explanation and our complaints process will ensure that a complaint is handled efficiently and fairly.

You can make a comment, complaint or share a good experience by using the feedback / complaints form provided in your service, or by contacting your case worker, project manager or service user representative.

If you are unhappy about how you have been treated, ideally we want to find an informal way to resolve the issue as quickly as possible. If this is not possible then we will handle it as a formal complaint. We review all comments and complaints to make sure that we learn from them as an organisation.

WHAT WILL HAPPEN WHEN YOU CONTACT US:

- **We will be in touch within a week by your preferred method**
- **Your views will be treated in confidence and shared with only those who need to know**
- **We will take action on your request as quickly as possible**
- **We will keep in touch with you about any changes**
- **We will take anything you say seriously and treat it with the respect it deserves**
- **We will try and get your issues sorted out as quickly as possible**
- **All complaints/feedback will be welcomed and received positively**

THE COMPLAINTS PROCESS:

In the first instance, please speak with your case worker or project manager about why you are unhappy. If they are unable to resolve your issue, they will work with you to complete a complaint report. We will follow an investigation process and a response will be sent to you. If you would prefer to write to us, please direct your correspondence to the Project Manager. The Project Manager will work in conjunction with your case worker to see what has gone wrong. Anonymised information from your complaint will be used by the organisation to learn from and improve the services we offer. If you are not happy with our response, please let us know and your complaint will progress to an appeal. This will be investigated and responded to by a Senior Manager.

If you have any questions or queries about the complaints process, please speak with the Project Manager or case worker. You can request a copy of our Complaints Policy at any time.

SUPPORT SERVICES:

You can contact an independent person from the management team of our organisation.

Tel: **07972 774031** Email: **releasingnewpotential@weston.ac.uk**

If you are still unhappy after you have completed this process, you can make a complaint to The Ombudsman. They will only normally take on a complaint if you have been through our process and are not satisfied with the outcome. For more information visit **www.ombudsman-services.org**.