

complaints procedure how to complain about any of wtp's services

Complaints policy and procedure

1 Policy Statement

People who use WTP services should feel their views are listened to and acted on. WTP staff should encourage discussion and action on issues raised by participants and from people who use our services before they develop into problems and complaints. However, when problems arise, people should feel enabled to bring them to the notice of WTP staff or management without concern for victimisation.

WTP wants to learn from people who use our services where we can make improvements and what we are doing well. WTP therefore welcomes complaints, compliments and comments from participants and from people who use our services.

Most complaints can be resolved informally in discussion with WTP. We recognise however that some people may not feel able to discuss their complaint with staff or may feel that this approach has not improved matters. For such situations, WTP has a formal Complaints Procedure.

The complaints procedure is available on request. It explains how and to whom to complain and how complaints are dealt with.

People can also make complaints to The Charity Commission, who will deal with complaints where there is a serious risk of significant harm or abuse to the charity, its assets, beneficiaries or reputation 0845 3000 218 www.charity-commission.gov.uk click on "publications - detailed list", and "our role and services", and select "CC47 - Complaints about Charities". Others from outside WTP may also support people to make complaints (for example, an advocate).

Complaints should always be dealt with in the strictest confidence. If others need to be informed, this will be discussed with the person making the complaint. Where external mediation or independent advocacy might be of help, these can be sought.

Complaints should be dealt with informally within four weeks. If it is likely to take longer, the person making the complaint will be kept informed.

All complaints should be recorded, with details of findings, action and outcome. WTP will monitor and collect information on all complaints received.

2 The Complaints Procedure

Stage One (where staff try to solve your complaint informally)

If you have a problem with WTP, we want you to feel able to talk to a staff member of your choice about it. This helps us to understand your concern and sort it out as quickly possible.

A record of the problem and the solution will be kept on file.

Stage Two (where you speak to the Chair of Trustees Personnel Sub Group)

If talking with staff does not help or if you feel more comfortable talking with someone who is not part of the staff team, you can ask to meet with WTP's *Chair of Trustees Personnel Sub Group*. They will listen to your complaint and try to help you sort out the problem with WTP. If you want to be accompanied at this meeting, you can invite someone whom you think might be helpful.

A record of the problem and the solution will be kept on file, which you can see.

This informal process should take no more than four weeks.

Remember...

If you prefer, you can always discuss your complaint with an external (non-WTP) person or an independent advocate. They will listen to your concerns and probably try to help you talk to WTP staff about the problem.

Stage Three (where we treat your complaint as a formal complaint)

If these informal discussions are unsuccessful in resolving your complaint and you remain dissatisfied, you can make a formal complaint by writing to the Co-Chair of WTP's Board of Trustees whose name and address is on the website. If you need help with writing the letter, please tell a member of staff and they will arrange assistance.

On receiving your letter, the Co-Chair will write to you within seven days explaining the process to follow. S/he will arrange for an investigation into your complaint, usually by the *Chair of Trustees Personnel Sub Group*. This may involve a meeting with you, at which you can be accompanied by anyone you think might be helpful. The Co-Chair will receive a report by the person investigating and will then inform you in writing what action is proposed to resolve the complaint.

The whole process – from the Co-Chair's receipt of your letter to reaching a proposed solution – should not take more than four weeks.

Stage Four (A review - where you can ask us to reconsider the outcome of your formal complaint)

If you remain dissatisfied with the outcome of your formal complaint, you can ask for it to be reconsidered by WTP's Board of Trustees. They will review the way your complaint has been handled.

You must request this review within four weeks of receiving the final letter from the Co-Chair. If you need help with writing the letter, staff can arrange for someone to help you.

Write to: The Board of Trustees, WTP, Brighton Junction, 1A Isetta Square,
35 New England Street, Brighton BN1 4GQ

