

# Wigan & Leigh **Young Carers**

A large, stylized green hand icon with fingers spread, positioned to the right of the main title.

## **Complaints Procedure**

**CHAIR OF TRUSTEES: K Aspinall**

**ADOPTED ON: 21<sup>st</sup> May 2019**

**REVIEW DATE: 21<sup>st</sup> May 2020**

## **INTRODUCTION**

The purpose of this complaints procedure is to set out clearly what to do if someone wants to complain about the charity, a member of staff or a volunteer and provides timescales for the complaint to be dealt with.

The complaints procedure is for those receiving a service from the charity.

The complaints procedure may need to be read in conjunction with other policies and/or procedures depending on the nature of the complaint.

## **THE PROCEDURE**

Wigan and Leigh Young Carers is committed to providing high quality support for all service users. One of the ways in which we aim to continue to improve our service is by listening and responding to the views of our service users. We aim to respond positively to all complaints, thereby ensuring that any negative aspects of our service are unrepeatable.

Therefore, we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for a considered response within the time frames set out in this policy;
- we will deal with all complaints thoroughly, promptly, politely and in accordance with our confidentiality policy;
- we respond appropriately - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken
- we learn from complaints and use them to improve our service
- The complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible, resolved to the complainant's satisfaction.

### **1. Definition**

Wigan and Leigh Young Carers defines a complaint as *any expression of dissatisfaction (with a member of staff or volunteer, or with a Trustee) that relates to Wigan and Leigh Young Carers and that requires a formal response.*

Wigan and Leigh Young Carers responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within the period of time stated below;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, preferably in writing, to Wigan and Leigh Young Carers attention preferably within 8 weeks of the issue arising;
- be as clear as possible about the outcome the complainant wants
- raise concerns promptly and directly with the Project Manager who will be responsible for any further action;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Wigan and Leigh Young Carers to deal with the matter within the time frames specified below;
- recognise that some circumstances may be beyond Wigan and Leigh Young Carers control.

## **2. Monitoring and Reporting**

Trustees of Wigan and Leigh Young Carers will receive annually an anonymous report of complaints made and their resolution.

## **3. Formal Complaints Procedure**

### **Stage 1**

You should write to the Project Manager. In your letter you should set out the details of your complaint, the consequences for you as a result, and the outcome you are seeking.

You should mark your letter 'Formal Complaint' and send it by post to:

Wigan and Leigh Young Carers

Patrick House

58 Leigh Road

Leigh

WN7 1QR

Or by email to:

[info@walyc.org.uk](mailto:info@walyc.org.uk)

If you would prefer to make your complaint verbally arrangements will be made for you to meet with the Project Manager to record your complaint and the outcome you are seeking.

You can expect your complaint to be acknowledged within 10 working days of receipt. You should get a response and an explanation within 25 working days.

## **Stage 2**

If you are not satisfied with the initial response to the complaint then you can write to Wigan and Leigh Young Carers Chair of the Board of Trustees at the postal or email address above and ask for your complaint and the response to be reviewed. You can expect the Chair to acknowledge your request within 10 working days of receipt as it may need to be forwarded on and a response within 30 working days. If the Chair is away, the matter will be dealt with by another member of the Board of Trustees.

Wigan and Leigh Young Carers aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

### **Complaints about the Project Manager**

If the complaint is about the Project Manager, the same procedure will be followed but the complaint must be sent to the Chair of the Board of Trustees. The Chair will nominate a member of the Board to investigate and report.

### **Review**

This procedure will be reviewed annually. Significant changes will be reported to the Board of Trustees.