

Complaints Procedures

We aim to offer you services of the highest standard. If you should have a complaint about any aspect of our service please use our complaints procedure.

It is the intention of the Trustees and Management that any complaints made shall be treated seriously, and will be dealt with as quickly as possible.

The Complaints Procedure is open to all service users, volunteers, employees, and Trustees

We hope that most concerns or complaints can be sorted out immediately, however if this is not possible the following procedure can be followed:

1. In the first instance any complaint should be made to the Manager. This can be made either in person, by telephone, email or in writing.
2. If the matter is not resolved by the meeting of the complainant and the Manager, or by action agreed on in that meeting, the Manager should immediately refer the complainant to the Chair of the Trustee Board.
3. If the complaint concerns the **Manager** the complainant should write to the Chair of the Trustees at the registered office. The letter and envelope should be marked "**Complaint: Personal and Confidential**" and will be forwarded to the Chair unopened.
4. The Chair of the Management Committee will seek to resolve the matter as soon as possible, and will make a full report to the Committee.
5. At any stage the person may be asked to put the complaint in writing, and may be accompanied by a relative or friend, or other independent witness.

Copies of this complaints procedure are available on request

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