



# Working Together Ludlow

*to include people with learning difficulties*

Date Policy Adopted by the Board of Trustees:	<b>February 2020</b>
Policy Review Date:	<b>February 2022</b>

## **Complaints Policy**

Working Together aims to provide its members, customers and individuals with the best possible service. We positively welcome suggestions you may have for how we can improve our service.

Usually, a word with the person at the point of service delivery will suffice should a problem arise and we would always encourage you to make us aware of any difficulties or concerns at the earliest opportunity.

We recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

We want to know about these occasions so that we can make good the problem and plan to avoid its repetition.

If we have been unable to resolve your concerns and you wish to make a complaint this is what you should do:

1. If you have a complaint and we have been unable to resolve it to your satisfaction you should contact the Chief Executive who will try to resolve the issue informally.
2. If the issue is serious, or you are not satisfied with the outcome after raising it with the Chief Executive, you should make a formal complaint.
3. A formal complaint should be made in writing to the address below, marked "Private & Confidential", or by email [chair@workingtogether.co.uk](mailto:chair@workingtogether.co.uk) and sent to the Chair of Trustees who will acknowledge it in writing (normally within 7 days of receipt).
4. The Chair of Trustees shall - in consultation with the Chief Executive - investigate the complaint.
5. The Chief Executive shall communicate the results of the investigation to you within a reasonable time - normally 21 days.

6. You have the right - if dissatisfied with the results of the inquiry - to put your case in writing or personally to a panel comprising at least three members from the Working Together Trustee Board.

If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an advisor present).

7. The decision of the panel will be final.

8. Where appropriate, Working Together will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.

9. All formal complaints and the response made to them will be recorded and filed in a secure place.

10. The Trustee Board shall be informed by the Chair and Chief Executive at the first available meeting of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of Working Together's self-evaluation.

**Working Together's complaints procedure will be publicised to customers and individuals who use its services via our website.**

The Rockspring Centre, Ludlow, Shropshire, SY8 1SX

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Charity No: 1147358

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