



European Union
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Complaints Policy September 2021-2022	
AIM:	To provide clear direction to staff and others about complaints and how to make and deal with them.
NAMED STAFF/PERSONNEL WITH SPECIFIC RESPONSIBILITY FOR SAFEGUARDING	<ul style="list-style-type: none"> • Lead – Steve Egan • Deputies – Lauren Breakell • Nominated Trustee – Holly Clare
DISTRIBUTION:	<ul style="list-style-type: none"> • CWP staff, volunteers and learners • Service users • Website
DATE FOR IMPLEMENTATION:	1 st September 2020
DATE OF NEXT REVIEW:	31 st August 2021
AUTHOR:	Steve Egan – CEO
APPROVED BY:	Bill Adams – Chair of Trustees

Complaints Policy

Statement of Intent

CWP is committed to providing high quality service to its service users: volunteers, trainees, projects, project users and funders. One of the ways in which we can continue to improve our services is by listening and responding to the views of our users. That includes welcoming complaints and compliments which are recorded centrally, shared, and are used as a form of feedback on our performance.

The CWP Complaints and Compliments Policy is based on the following premises:

- CWP tries to get things right first time, but there can be occasions when this does not happen, for various reasons.
- To make a complaint is the right of any member of the public or service user.
- We will ensure that making a complaint is as straight forward as possible.
- A complaint or compliment can be in any format, in person, by telephone, by letter, by text, by social media or by e-mail.
- Any complaints made will be investigated fully. We will reply within 5 days from when we receive the complaint. If it is not possible to give a full reply within this time, we will provide an interim response stating what is being done to deal with the complaint and when the full reply will be sent. We will provide a full reply within 15 working days of the date of the interim reply.
- We will provide an explanation, or any action taken because of the complaint, if appropriate, and an apology where we have got things wrong.

CWP will publish its customer feedback procedure on the website

Service user Care

All staff are expected to provide high quality service and care. CWP's expectations are:

- Initial contact is welcoming and positive and it is delivered clearly and confidently
- Listen to the person and tailor responses to individual needs
- Do not make promises we cannot keep
- Provide clear, honest, and concise information
- Put yourself in that person's shoes
- Do not question the person other than to clarify the situation
- Take criticisms and complaints seriously and act on and learn from them
- Repeatedly ask for feedback and use it constructively
- Involve a broad range of people when making changes to our services
- Be proactive, do not wait for the complaint
- Accept responsibility, and say sorry, when we do not live up to expectations
- Set clear objectives and follow timescales set in this policy.
- Offer reassurance at critical times

Monitoring

CWP will monitor and learn from both complaints and compliments given and use them to improve our services. This policy gives the minimum expectation set by CWP.