



Single Parents Wellbeing CIC

Comments, Compliments, and Complaints Procedure

Created November 2018

Review Date: September 2022

Let us know how we're doing: comments, compliments, and complaints.

Single Parents Wellbeing wants to provide a high standard of service and to treat all its members equally and fairly. We are continuously striving to improve our services and we value any feedback that will help us to do this.

Single Parents Wellbeing will review all comments, feedback and complaints, and our feedback procedures on a regular basis. This helps us to develop the services that work best for you, so please let us know what you think. We report on user feedback on our website and annual report.

Compliments and Comments:

Receiving compliments and constructive comments is a great motivator so we would love to hear yours. If you are happy with the service or have any comments and good ideas that will help us improve please speak to one of the SPW workers/volunteers or directors. You could also message or email us.

Complaints:

We also want to know if there is any part of our service that you are unhappy with. We take all feedback seriously and we will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner. Please note that SPW may publish the replies given to any queries raised, but will respect the confidentiality of the individuals concerned.

How to make a complaint: The first thing to do if you are unhappy about any aspect of our services is to bring this to the attention of one of the SPW's directors/workers/volunteers. They will try to resolve your concerns immediately. If you are unhappy at the way you have been treated by one of the workers/volunteers please talk to a director (Rachel Cule, Amy Holland, Jackie Fisher).

If you cannot or do not wish to make a complaint in person, you can email, write or telephone using the following contact details:

Contact details:

E-mail: jackie@singleparentswellbeing.com

Please help us to deal with your complaint quickly and effectively by contacting us as soon as possible giving us clear details of the complaint, including the information set at below:

- The specific area, or activity to which the complaint applies.

- Your name and contact details: this is essential as we will not investigate anonymous complaints.
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred.
- Please let us know if you have already reported the complaint, and if any action was taken previously.

Please note that we endeavour at all times to treat Single Parent Wellbeing members with respect, and we expect the same standards of behaviour from our members.

What we promise to do to help resolve your complaint:

Your complaint will be dealt with in a professional and confidential manner.

Your complaint will be assigned quickly to the most appropriate person to deal with the complaint, they will investigate the matter fully and communicate regularly with you until the issue has been resolved.

How and when we will respond:

We will acknowledge any e-mailed complaints within 5 working days of receipt. Postal correspondence will receive an answer or acknowledgement within 5 working days. You will receive a full response to your written complaint within 10 working days.