

WCIA Complaints Policy: Comments, Compliments, and Complaints, let us know how we're doing

WCIA makes every effort to provide a high standard of service and to treat all participants, partners and customers equally and fairly. We continuously try to improve what we do and we value any feedback that will help us to do this. If you have Safeguarding concerns, please refer to our Safeguarding Policy. If you have concerns that a breach of the law has taken place and wish to report in confidence, please refer to our Whistleblowing Policy.

Compliments and Comments

Whether you're a venue customer, supporter, customers, partner organisations, use our education resources, have taken part in one of our programmes or read our social media. we'd love to hear from you. We're committed to continual improvement in everything we do, so we hope you will feel free to make your views known to us.

There are few ways you can do this: either speak to one of the staff members, email or write to us centre@wcia.org.uk.

Complaints

WCIA aims to treat everyone fairly and to everyone we interact with, with the best possible experience. We positively welcome suggestions you may have for how we can improve.

Usually, a word with a staff member will suffice. However, we recognise that from time to time people feel that the quality of our work or level of service provided has fallen short of what they could reasonably expect. We also want to know about these occasions so that we can make good the problem and avoid its repetition.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. Should you feel unhappy about any aspect of your engagement with WCIA, please talk to whoever on the staff your normal contact in the first instance, or ask to speak to their line manager, as they should be able to resolve the issue for you.

The more formal procedure outlined below is intended for use by those who feel informal communication has not achieved the desired result.

This is what you should do:

The complaint should be made in writing to centre@wcia.org.uk or our postal address marked complaint. We will acknowledge receipt, in writing, within ten working days. If the complaint is about the Chief Executive, the complaint should be addressed to the Board Secretary (marked 'confidential' to secretary@wcia.org.uk).

This is what WCIA will do:

The Chief Executive will review the complaint and respond directly or where necessary will identify the best person to investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Chief Executive will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal. The Appeal will be reviewed by a trustee and, if necessary, an appeal panel will be established. If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible – although details are provided below of external organisations where you can refer your complaint.

The Chief Executive will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. They will report to the Board on this at least annually.

What you can do to help us deal effectively and quickly with your complaint:

Contact us as soon as possible using the details below, giving clear details so we can endeavour to resolve the issue. Specify clearly what aspect of WCIA's work you wish to make the complaint about.

Including the following details will help us to effectively and quickly investigate your complaint:

- The specific programme, service or resource to which the complaint applies.
- Your name and contact details: this is essential as we will not investigate anonymous complaints and we need a way to report back to you on actions. We will keep a record of all feedback in line with our data protection policy. We will only share your information with the people concerned/investigating the complaint.
- 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, and the names of individuals involved, where known.
- What you would like us to do about your complaint, if applicable
- Please let us know if you have already reported the complaint, who to, and if any action was taken previously.

What we promise to do to help resolve your complaint:

Your complaint will be dealt with in a professional manner. Your complaint will be assigned quickly to the most appropriate person to deal with the complaint, and we will investigate the matter fully and communicate regularly with you until the issue has been resolved. We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

What if our response does not satisfy you

If the matter concerns our use or handling of data then concerns can be raised with the Information Commissioner: www.ico.org.uk

If your concerns relate to any of the following:

- dishonest handling of funds
- misapplication of charitable funds
- actions that contravene the Charity's trust deed or charity law
- actions that threaten to bring the charity into disrepute

you have recourse to the Charity Commission: www.charitycommission.gov.uk