

Sandwell Consortium

Advice Complaints Procedure

Sandwell Consortium has a more general Comments, Comments & Complaints policy which is set out in two leaflets

Compliments, Comments & Complaints Notice

Complaints Policy and Procedure

They can be found at www.sandwellconsortium.co.uk or made available from the contact details below

1. Complaints about our Advice and Advocacy services

This document explains how we accept, record, investigate and resolve complaints made about our advice services.

2. Standards of Service

Sandwell Consortium aims to provide all its clients with the highest standards of service and client care.

If we fail to provide this to you, we need you to inform us so we can try to resolve any problems.

We will also learn from them so that we can improve our service.

3. How to make a complaint

We will always try to provide you with an opportunity to tell us of your concerns and will work with you to try to resolve them.

If you are not satisfied with any aspect of our service you may initially want to discuss this with your adviser, to see if the matter can be resolved quickly.

If you have spoken to your adviser or if you do not wish to discuss your concerns with them, you may wish to make a formal complaint. You can make your complaint either verbally or in writing to **Jonathan Davies, Chief Executive** at Sandwell Consortium

Jonathan can be contacted at our offices

Greets Green Access Centre, Tildasley Street, West Bromwich, B70 9SJ – it is usually better to make an appointment if you wish to see him in person

By telephone 0121 533 2668

By email jonathan@sandwellconsortium.co.uk

Jonathan is responsible for handling complaints in relation to all our advice and services

4. What Happens Next

Jonathan Davies will acknowledge your complaint within 3 working days of receiving it.

We will investigate and provide you with a response to your complaint within 10 working days of our receipt of your complaint. If we have to change the time-scale for any reason, we will let you know and explain why.

Sandwell Consortium will keep details of your complaint on our record of complaints we will also create a separate file or section in your case file in order to record details of the complaint, our investigation and response to your complaint.

5. How we will Investigate your complaint

Jonathan Davies will ask the adviser working on your case to provide their response to your complaint. He will consider the adviser's response, the information provided from you in the complaint and any other relevant material (for e.g. the contents of your case file).

Jonathan Davies will then prepare a written response, which will be sent to you. This response will set out the findings of the complaint investigation as well as any suggestions for resolving the matter.

If you are not happy with the outcome of the investigation you have the right to put your case in writing or personally to a panel comprising of 3 members of Sandwell Consortium Board.

The process for doing this is set out in our broader **Complaints Policy & Procedure document referred to at the start of this document**

6. Taking legal Action & Insurance

If you consider taking legal action against Sandwell Consortium, we confirm we have general and advice specific Professional Indemnity Insurance to meet any relevant claims.