

## Sandwell Consortium CIC Complaints Policy and Procedure

### General statement

We aim to provide our members, partner organisations and individuals with the best possible service. We positively welcome suggestions you may have for how we can improve our services.

Usually, a word with the person at the point of service delivery will suffice should a problem arise. However, 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 also want to know about these occasions so that we can make good the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

### This is what you should do:

1. If you have a complaint to make, it should be made to the **Operations Manager, This can be verbally, by telephone by email.** They will try to resolve the issue informally.
2. If the issue is serious, or you are not satisfied after raising it with the Operations manager you can make a formal complaint.
3. Your complaint should be made in writing, marked "Private and Confidential", and sent to the, **Chief Executive** who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter. If you need an interpreter or advocate to help make your complaint, we will try to help arrange this for you.
4. The **Chief Executive** shall - in consultation with **member of the Consortium Board** with no conflicting interest 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 of **three members from Sandwell Consortium 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, Sandwell Consortium CIC 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. **Sandwell Consortium CIC Board** shall be informed by the **Chief Executive** at the first available meeting of the number and nature 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.

**Sandwell Consortium's complaints procedure will be publicised to organisations and individuals who use its services.**

Notes

If in paragraph 1 a complaint relates to **Operations Manager**, read **Acting Chief Executive** throughout this policy.

If in all other paragraphs a complaint related to the **Chief Executive**, please read the **Chair of Sandwell Consortium Board**

**This policy is to be read in conjunction with the following documents:**

- Comments, compliments and complaints leaflet
- Advice & Advocacy Complaints procedure