

## Sandwell Consortium CIC

### Comments, Compliments, and Complaints

#### 1. 'Please let us know how we're doing'.

Sandwell Consortium makes every effort to provide a high standard of service and to treat all individuals equally and fairly.

We continuously try to improve our services and we value any feedback that will help us to do this.

We 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 the individuals and communities we serve. So please let us know what you think.

#### 2. Compliments and Comments:

If you are happy with the service or have any comments we would love to hear from you.

There are a couple of ways you can do this:

- **Speak to one of the staff members/ volunteers,**
- **telephone,**
- **email or write to us.**

#### 3. 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 act when appropriate to do so.

All complaints will be dealt with in a timely and professional manner.

Please note that we 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 our staff members. They will try to resolve your concerns immediately.

## 4. Complaints Policy & Procedure

If you cannot or do not wish to make an informal complaint to a member of staff or you have tried this and feel it has not resolved your concerns we have a formal complaints Policy and procedure that is open to you

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

Contact us as soon as possible giving clear details so we can endeavour to resolve the issue. Try to specify clearly what aspect of the Group service you wish to make the complaint about.

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

The specific area, service or resource 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.

- **What we promise to do to help resolve your complaint:**

Your complaint will be dealt with in a professional and confidential manner, following the procedure set out in our Complaints policy and procedure

## 5. How and when we will respond:

We will acknowledge any e-mailed or written complaints normally within 7 working days of receipt.

**You may contact any member of staff or**

**E-mail: [commentsandcomplaints@sandwellconsortium.co.uk](mailto:commentsandcomplaints@sandwellconsortium.co.uk)**

**Website: [www.sandwellconsortium.co.uk](http://www.sandwellconsortium.co.uk)** You will find copies of our complaints policy and procedure

**Telephone: 0121 533 2668**