

EXTERNAL COMPLAINTS PROCEDURES

Document log

No.	Version No.	Date	Name of writer	Notes
1	0.1	26/10/2016	Ali Ahmed	First draft

Approval Log

This document has been reviewed and approved by the named below as the last version:

Name	Position	Entity name	Signature	Date
Mohammed Alswaidan	Manager	WLICC		

Making complaints

A complaint can be made in a variety of ways although in all cases a complaint form (available at the reception) should be completed. This can be completed by the complainant or on their behalf by a complainant's representative. This form ensures that we collect relevant information in a standard format and enables the person to tell us what they would like us to do.

By telephone or in person

If you are unhappy with the behaviour or actions of WLICC staff member and if it is not possible to immediately resolve the issue to your satisfaction, we should offer you the opportunity of making a formal complaint. If you wish to make a formal complaint you should complete the complaint form.

In writing

To express your dissatisfaction with outcome you can put it in writing in a form of letter. Where such a letter is received it should not generally be treated as a formal complaint in the first instance. Normally, the person responding to the letter should attempt to resolve the matter in their reply, as

this is assumed to be the equivalent of trying to "immediately resolve the issue to complainant's satisfaction" as applied to telephone or personal complaints.

The reply to the letter should always explain to the complainant that if they are not satisfied with the response they are able to submit a formal complaint and should explain to the complainant how to do so.

Receipt and logging of Complaints

All complaints forms should be passed to the Centre Manager. Details of the complaint are logged onto the complaints database, after checking that the stage is correct. A standard acknowledgement letter to the complainant will be sent within five working day. This will detail who is dealing with the complaint and when they are due to receive a full reply. The *Target Date* is for a response to be sent within **ten** working days. For example, if a complaint was logged on a Friday then a reply should be sent (first class) before the Friday in two weeks time. The officer logging the complaint will then be instructed by the Centre Manager to distribute it to the appropriate person to investigate and respond according to the stage.

Stages of Complaint

There are three stages in the complaints policy, and each complaint should start at the first stage and progress through until it has been resolved.

Stage 0 – Level

Complaint begins as soon as someone makes a complaint. In most cases the issue can be resolved quickly. However if you are not satisfied you can raise your complaint to the Centre Manager who will investigate your complaint and respond within the Target Date.

Stage 1 – Centre Manager Level

At this level your complaint will be investigated by the Centre Manager. This should involve finding out what happened, why it happened and what can be done now. It can involve talking to staff, looking at files and records, checking whether policies and procedures were followed or were inadequate, and drafting a response to the complainant. This response should address the points raised by the complaint. It will explain whether or not WLICC management felt the complaint to be justified or not. Even if was not justified the complaint will still be investigated because the complainant had felt aggrieved. It will detail what investigation was undertaken and the outcome of this. The complainant will be offered an apology where appropriate.

Satisfaction

At each stage in the process, the person responding to the complainant should ask them to state whether or not they are satisfied with the response to their complaint. They should advise the complainant of the next stage in the procedure if they are not satisfied and wish to take the complaint further.

Stage 2 – Director Level

If the complainant is not satisfied with the response at stage 1, they should then submit a stage 2 complaint, which will be responded to by the Director. The registration of the complaint at this level will be acknowledged by letter on the same day. The relevant person will then investigate the complaint and respond within **ten** working days.

Stage 3 – Complaints Panel Level

If the complainant is not satisfied with the response at stage 2, they should submit a stage 3 complaint. The panel will be established, to which the complainant will be invited. The panel should meet within one month of the complaint reaching stage 3. The complaints panel will consist of four people a senior member of HR staff, a senior member of an external/impartial organisation empathic to the service of the centre and a member of Trustee Board. If the complainant wishes, they may request that they make their appeal to the Panel in person or they may bring someone, including their representative, to help them put their case. If the complaint feels that the Centre has discriminated against them on the grounds of race or gender or any other ground they can take the complaint to further and seek legal advice.

COMPLAINT FORM

Please use this form if you wish to make a complaint. Complete all sections and return it to the WLICC Reception.

Name: (Mr/Mrs/Miss/Ms) _____

Address: _____

Telephone: Home: _____ Mobile: _____

Email: _____

What is your complaint about?

Please include any important dates, times, places or names of staff contacted.
