



Comments and Complaints Policy

The Welfare Benefits Unit is committed to providing high quality services. We welcome your feedback in order to improve. We would like to hear from you if you have any comments about the services we provide or if you have a complaint.

Making a comment or complaint

Anyone who is in contact with our service is welcome to make a comment or complaint. You can, if you prefer, have someone contact us on your behalf (such as a friend, employer or support worker).

You can contact us in person, by phone on 01904 646058, by letter, by email at admin@welfare-benefits-unit.org.uk or through our website contact form.

If you have a comment or a complaint please let one of the team know, usually this will be the staff member you have had contact with - this may be an adviser, trainer, the Office Coordinator, the Advice Service Manager or the Chief Executive.

Responding to comments or complaints

All comments or complaints are recorded and will be taken into consideration when reviewing WBU services and the training or support required by staff.

If you have a complaint, the WBU staff member will pass details of your complaint to the Chief Executive who will look into the matter raised and give you a response within five working days, or within a reasonable time period if a response is not possible within five days. The response will also provide information about taking the matter further.

If you are not satisfied with the initial response please contact a Welfare Benefits Unit Trustee.

Trustees can be contacted via the methods above - mark your letter or email 'Board of Trustees'.

The Trustee will look at the details provided when you first complained so that you do not have to repeat the information already given. The complaint will be investigated and you will receive a written response to the matter within 10 working days, or within a reasonable time period if a response is not possible within 10 days.

If this further response does not resolve the matter please contact the Board of Trustees and at least two Trustees will consider your complaint. You will receive a response within 15 working days.

Procedure for Staff

Comments

Please ensure that you share comments with your colleague and the Chief Executive. Written comments should be filed in \\Terminal1\d\Comments and Complaints

Complaints

1. Take full details of the complainant's name, contact information and complaint. Thank the complainant for raising the matter and advise that you would expect them to receive a response within 5 working days.
2. The member of staff will acknowledge the complaint in writing (by email or letter). If the Chief Executive is not available and therefore the response will not be given within 5 working days this should be outlined in the acknowledgement with a suggested final date of response (eg. 5 days after the Chief Executive returns from annual leave).
Save a copy of the complaint and details of action taken in \\Terminal1\d\Comments and Complaints\Surname of complainant and date.
3. The Chief Executive will investigate the complaint and respond to the complainant. Any learning outcome will be shared with the staff team. All complaints should be reported to the Trustee Board.
4. If the complainant is not satisfied with the response and a further complaint is received forward this to the Chair of the Trustee Board to allocate to a Trustee. The Trustee will contact the Chief Executive for further information and to discuss the concern before responding.
5. If the complainant is not satisfied with the Trustee's response and a further complaint is received this will be forwarded to the Chair of the Trustee Board to allocate to two Trustees. The Trustees should discuss the matter and determine who should reply.
6. All complaints should be answered in writing and saved in terminal \\Terminal1\d\Comments and Complaints\Surname of complainant and date.

Title: Comments and Complaints Policy

Developed by: Liz Wilson, Chief Executive

Date of Trustee Approval: September 2016

Date of Review: October 2020

Date of next Review: October 2023