



# Wells United Charities

Registered Charity Number: 236897

## Complaints policy and process

### Overview

Wells United Charities (WUC) aims to provide an efficient and effective service and support to the local community through the year. However, sometimes things don't work as expected and when this happens, we want to remedy matters quickly.

We encourage your complaints and comments, because your views about Wells United Charities help us to continuously improve our offering. WUC handles all complaints objectively and impartially.

### Complaints

We define a complaint as an expression of dissatisfaction about the standard of service provided by Wells United Charities. Complaints will normally fall into three categories:

- The service we provide or do not provide
- The way we provide the services
- Wells United Charities policies affecting individual stakeholders or groups of stakeholders

We do not consider an enquiry about a service or an initial request for a service or an explanation of WUC's policy position as a complaint. However, your comments on any aspect of our work is welcome, as this would help us in monitoring and improving our standards.

### How will WUC deal with your complaint?

WUC will deal with your complaint as quickly as possible. We will be fair, courteous and helpful. We will also treat complaints seriously and confidentially. WUC will keep you informed and will also keep written records and monitor all complaints.

## How to complain

### Level 1

A complaint can be made verbally or, preferably, in writing to any WUC Trustees. Complaints must be made within six months of the incident occurring. We will try our best to resolve your complaint immediately. However, if this is not possible, your complaint will be acknowledged within five working days and will be passed on to the appropriate Trustee, who will investigate and send a written reply within ten working days.

### Level 2

If you are dissatisfied with the response, you have a right to appeal to the Chair of the charity. The Chair or Deputy Chair will review your complaint and you will receive a reply within 21 working days from the date of the appeal.

## What we will do

If your complaint shows that WUC has failed in some way and is at fault, we will offer:

- An explanation
- An apology
- Action to rectify things and reassure you that the problem will not happen again

## Monitoring

All complaints are recorded, reviewed and any changes monitored to ensure that we learn from our mistakes.

## Areas that fall outside the Complaints policy

WUC's grant making decisions are based upon the eligibility of the applicant and the item or activity they seek funding for. WUC follows a robust process for determining grant eligibility and we will not consider complaints where a grant request is determined as ineligible.

## Compliments and comments

WUC appreciates feedback regarding its service and offering. These help us to ensure that we continue to provide an efficient and effective service within the local community.

For more information please see our website:

[www.wellsunitedcharities.org.uk](http://www.wellsunitedcharities.org.uk)

or contact our clerk, Lynn Pigney, at [clerk@wellsunitedcharities.org.uk](mailto:clerk@wellsunitedcharities.org.uk)