



Complaints Procedure

The Chief Executive shall acknowledge in writing the receipt of any complaint normally within seven days.

The Chief Executive shall undertake to investigate the circumstances leading to the complaint.

The Chief Executive shall communicate the results of the inquiry to the complainant within a reasonable time (normally twenty-one days).

The complainant shall have the right, if dissatisfied with the results of this inquiry, to put his/her case personally to the Chairperson or delegated member of the Board of Trustees, either verbally or in writing.

Where appropriate, a written apology shall be made to the complainant signed by the Chair of the Board of Trustees.

Individual's rights to confidentiality will be respected.

With the complainant's permission, a full record of the complaint and its outcome will be retained in CSW's offices and/or on database records. Reference and details of the complaint should, however, be kept in all circumstances and are stored in the managers' office.



What's this for?

At Carer Support Wiltshire we are always trying to improve our services to Carers.

We would like to hear your feedback and thoughts on our organisation whether it's a compliment, complaint, comment or concern.

Please complete this form and post it to us at the address given below.

Freephone 0800 181 4118

www.carersinwiltshire.co.uk

Tel: 01380 871690 Fax: 01380 871758
admin@carersinwiltshire.co.uk

Independent Living Centre, St. George's Road, Semington, Trowbridge BA14 6JQ and at 15 New Street, Salisbury SP1 2PH

Registered Charity No. 1092762
Company Ltd by Guarantee 4415685



*Compliments,
Comments
Concerns
and
Complaints*

Carers at the heart of all we do.



Freephone: 0800 181 4118

We need your feedback

Carer Support Wiltshire aims to provide the best possible service to carers in Wiltshire.

There is a process for evaluating the quality of the service and a culture that encourages and welcomes comments and suggestions that will help to ensure consistently high standards of service are provided and identifies things that are considered to be best practice.

Compliments

All compliments will be passed on to any staff member or team who are acknowledged to highlight exceptional staff performance. They may also be used to demonstrate our charity's working practice.

Comments or concerns

We will take on board on comments we receive and they will be passed to the appropriate manager to take any necessary courses of action.

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In order to evidence the outcomes that we achieve for carers we provide copies of compliments or comments to our funders and stakeholders.

Additionally, from time to time we write up case histories to illustrate the outcomes that we achieve for carers. In all cases we anonymise these in order to protect the confidentiality of carers at all times.

Complaints

Carer Support Wiltshire recognises that there may be occasions when individuals find that the quality or level of service provided is considered to be less than could be reasonably expected.

We hope that these matters will be easily resolved in discussion with the Chief Executive. If the conduct of the Chief Executive is involved, a discussion with the Chairperson of Carer Support Wiltshire will be arranged.

Compliments, Comments, Concerns & Complaints form

*Name:

*Address:

*Telephone Number:

*Email:

Subject:

Compliment, complaint, comment or concern:

Date:

If appropriate, how could we have handled the situation differently?

*You can submit your compliment, complaint, comment or concern anonymously, but we will be unable to respond to you.