Future Wolverton Customer Care and Complaints Policy and Procedure April 2024

Complaints Policy

1. **Commitment**
    1. Future Wolverton (FW) is committed to carrying on its business in compliance with legislation, to a good standard and in a fair and effective manner.
    2. We aim to provide excellent service to our members, the local community and our customers based upon open and honest communication, high endeavour, appropriate quality standards and best possible value for money.
2. **Encouraging and empowering feedback including complaints**
    1. We will ensure that all individuals and organisations having proper business with the society have a transparent way to complain if they consider that FW or any of its board members, staff or contractors provide a service which is, in their opinion, not as advertised, not fit for purpose, or not delivered in an appropriate fashion.
3. **Customer Care standards.** Future Wolverton will:
    1. Deliver all services according to agreed terms, offering only what we are confident we can deliver to a quality suitable to customer needs
    2. Ensure staff are appropriately trained in their tasks and customer care
    3. Provide facilities and guidance for people to communicate complaints easily by phone, post and internet
    4. Continuously develop our quality assurance to support product and service quality
    5. Communicate promptly with customers should we become aware of any problem that might affect service delivery or quality
    6. Seek, and keep records of customer feedback and analyse these records to find ways to improve customer satisfaction
    7. Regularly review our liability insurances to ensure that compensation can be obtained if our performance should ever contribute to harm or loss to any person or organisation.

Complaints Procedure

Stage 1 complaint- This is the initial stage where the complaint is addressed by the relevant service or office, considered by the manager or delegated person, aiming for an early resolution.

1 . Encouraging and facilitating complaints.
    1. The invitation to complain will be provided
        1. On the web site.
        2. On notice board at each site
        3. On publications
    2. It will provide a commitment to privacy and an option for anonymity.
    3. It will advise the mechanisms available. These will not be exclusively through the web site and shall include by email and in writing to the registered office.
    4. The addresses for these will be provided in the invitation to complain.
    5. It will advise that complaints should be made within six months.

2. Receiving and Monitoring of Complaints
    1. Channels for receipt of complaints by web form, email or post shall be monitored by the Chief Executive Officer and/or the officer appointed by them.

2. Where reply information is provided by the complainant, complaints will be acknowledged expressing a commitment to following them up.

3. Timescales

1. For each stage of the complaint system, we will acknowledge the complaint within five working days and aim to respond fully within 28 days where possible. The acknowledgement will include the target date for our response, information about the likely timescale for responding or confirmation that this information will be provided at a later date. If we cannot respond within the original time estimate, we will inform the complainant and provide an indication of when the response can be expected.

4 .Investigation

1.Further information and guidance from the customer on the cause(s) of their dissatisfaction will be requested where possible and appropriate

2. The CEO will investigate the complaint to identify any failings and their cause

3. The CEO may refer complaints or specific elements of complaints to relevant functions of the Society specifically:

Designated Safeguarding Lead
Money Laundering Officer- The Operations Manager
Data Control Officer - The Operations Manager
Health and Safety Officer- Business Manager

5 . Remedial Actions

1. Where the investigation reveals any failings the CEO and/or the relevant Officer will develop a plan to resolve the complaint or otherwise address the needs of the customer (remedial action)

2. Where possible this plan will be communicated to the complainant acknowledging their contribution to the process.

6 . Improvement Actions

Where the cause of failings is identified as faults of system, capacity, resources or employee competence the CEO will additionally develop a plan to improve future performance (improvement Action) or to amend or reduce the service offer.

7. Escalation

A Stage 2 complaint typically involves a formal investigation or review of the complaint, if the initial stage (Stage 1) did not resolve the issue.

1. Where investigation or improvement planning reveals that the complaint has demonstrated that there has been, or there is a continuing substantial risk of physical, psychological or economic harm to a customer, client, member of the public, employee, volunteer or to Future Wolverton itself the matter shall be escalated to a level 2 complaint and reported to the Chair of the Board of Directors and the results of the investigation shared with the directors.

2. The CEO will simultaneously review the liability insurances held by Future Wolverton and where necessary give notice of possible future claim to the insurers and take their advice on further action and communications.

3. The matter may be required to be reported to appropriate outside agencies such as;

1. Information Commissioner
2. Local Authority Safeguarding Service
3. Health and Safety Executive
4. Police

8 . Nothing in this procedure shall prevent an employee or officer of the Society from additionally taking actions as advised in the FW Whistle Blowing Policy and Procedure.

9 . The well-being of the complainant shall remain a consideration throughout the process and reassurance provided that due process is taking place.

Last reviewed: April 2025
Next review date: March 2026