

## **Writing for Life Complaints Handling Policy**

We are committed to providing a high-quality service. We hope that you will experience this for yourself, however if we are not getting this right then please do let us know.

We will listen to your complaints, treat them seriously, and learn from them so that we can improve our service.

You may wish to give us feedback about a concern or issue, but not wish to label it as a 'formal complaint'. If this is the case, please speak to either Kate or Heather about the matter and decide at the end of that conversation whether you wish to follow a formal complaint procedure. Should you agree that you are satisfied with the response and that you do not wish further action to be taken, we will record it in an email to you.

### **Formal complaints procedure**

If you wish to make a formal complaint, please get in touch with either Kate or Heather.

#### *What will happen next?*

- We will ensure that your complaint is registered in writing.
- We will send you a written acknowledgement of receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint, giving it careful attention.
- Within 14 days, we will invite you to an informal meeting to discuss and hopefully resolve your complaint.
- Within three days of the meeting, we will write to you to confirm what took place and any solutions agreed with you.
- If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- At this stage, if you are still not satisfied, you should contact us again and we will re-examine your complaint in further detail. Here, we commit to keeping an open mind and carrying out a fair investigation.
- The investigation will include interviewing witnesses, if appropriate, and keeping a trail of documentation.
- We will review our policies and take action to rectify shortcomings should this be necessary as a result.

You can expect to be treated with courtesy, respect and fairness at all times.

If you have any questions about this policy, please do get in touch.