

# Wendover Dementia Support

*Helping families through difficult times*

*Registered Charity no. 1182184*

## **Complaint handling procedure**

In the course of our work we recognise that we are dealing with vulnerable people and are at times party to difficult domestic situations.

Here at Wendover Dementia Support (WDS) we take complaints very seriously. **If you have a complaint about our charity, we want to hear about it and we will do our best to put it right.**

### **Our Complaints Procedure has the following goals:**

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase visitor satisfaction;
- To use complaints constructively in the planning and improvement of all services.

### **What is a complaint?**

It may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of WDS, it's trustees or volunteers.

### **How to complain**

WDS would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact WDS and, if you feel able, speak to the volunteer who is working with you, who will try to sort the matter out.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

## **How we will deal with a formal complaint**

If the complaint is against a Volunteer, then the complaint will be dealt with by two Trustees, with the Chair of Trustees dealing with any Appeal. The Chair will not be involved in hearing the complaint until the Appeal stage (if required).

If the complaint is against a Trustee, then the complaint will be dealt with by the other Trustees. Given the limited number of Trustees there is no Appeal process.

## **What will we do on receiving your complaint?**

- We will listen and record your complaint and advise you how it will be handled.
- We will investigate.
- We will take action to resolve the problem and tell you what the action is.
- We will take steps to avoid a repeat occurrence.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for our volunteers and Trustees.

Any confidential information in relation to your complaint will be handled sensitively.

We are unable to respond to anonymous complaints or matters for which the charity is not directly responsible.

## **How long will it take to respond?**

We endeavour to respond full and conclusively to all complaints within 10 working days.

You will receive acknowledgement of your complaint within 5 working days of receipt. You will be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person/s investigating the complaint.

Whenever possible we will deal with it more quickly, if we think it will take longer then we will let you know.

If an in-depth investigation is necessary, we aim to provide a response within 20 working days.

### **Can you take your complaint elsewhere?**

Yes, but you will have to have completed our complaints process first. You can contact **The Charity Commission** at the address below.

The Charity Commission, PO Box 1227, Liverpool, L69 3UG.  
0845 3000 218 [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)

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