

Welsh Centre for Action on Dependency and Addiction

WCADA

Canolfan Gymraeg am Weithredu ar Ddibyniaeth

Inspiring Change  Achieving Potential



Head Office:
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Chief Executive: Karen Ozzati

Patrons: Michael Sheen

Richard Mylan

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Company Number: 04206135

Registered Charity Number: 1087685

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OFFICIAL WCADA POLICY DOCUMENT

POLICY NAME

Complaints, Suggestions & Compliments Procedure

Date Policy Adopted: 23rd January, 2012

Reviewed by: Becky Hancock (November, 2019)

Authorised by: Karen Ozzati (Chief Executive)

Review Date: November, 2022

Signed

Karen Ozzati
Chief Executive

LET US KNOW WHAT YOU THINK ABOUT THE SERVICE YOU HAVE RECEIVED

To improve our services we welcome and encourage feedback to continuously improve the quality of services that we provide.

We hope that you are happy with service that we provide, however if you are not, or you feel that we could do something better (or differently) please let us know.

COMPLAINTS, SUGGESTIONS AND COMPLIMENTS PROCEDURE

The complaints suggestions and compliments procedure is intended to provide a means for:

- Resolving situations where service users are dissatisfied with our services, our staff or agents or our procedures (**complaints**)
- Looking at ways to improve our services/procedures (**suggestions**)
- Using positive feedback to inform the development of services (**compliments**)

1. Procedure Summary

- 1.1 We welcome and encourage feedback from all our service users.
- 1.2 The Complaints, Suggestions and Compliments procedure is an important source of information about service user satisfaction on the services that the organisation provides.
- 1.3 Receiving feedback allows our organisation to continuously improve the quality of services provided.
- 1.4 All service users have the choice of whether to make a complaint, suggestion or compliment formally or informally.
- 1.5 You can make a complaint, suggestion or compliment in writing or verbally.

2. Complaints Process

- 2.1 Stage 1 (where staff try to solve your complaint informally)
Speak to your key worker or a staff member of your choice. Most complaints are dealt with this way and all the staff at the agency will do their best to sort it out as quickly as possible.
- 2.2 Stage 2 (where you speak to the Team Leader)
If you do not feel that your complaint has been dealt with fairly, then ask to speak to the Team Leader for the service. S/he will then endeavor to resolve the complaint. You may be asked at this stage to put your complaint in writing.
- 2.3 Stage 3 (where we treat your complaint as a formal complaint)

If these informal discussions are unsuccessful in resolving your complaint and you remain dissatisfied, you can make a formal complaint by writing to the Chief Executive at WCADA's Head Office (41/42 St James' Crescent, Uplands, Swansea, SA1 6DR). If you need help with writing the letter, staff can arrange for someone to help you (such as an advocate). On receiving your letter, the Chief Executive will arrange for an investigation into your complaint, and will nominate a member of the Senior Management Team or a Service Manager to carry out the investigation. This may involve a meeting with you, at which you can be accompanied. The Chief Executive will receive a report by the person investigating and will then inform you in writing what action is proposed to resolve the complaint. This process should not take more than four weeks.

If you remain dissatisfied with the outcome of your formal complaint, you can ask for it to be reconsidered. However, you must request this review within four weeks of receiving the final letter from the Chief Executive.

The majority of complaints never get to the formal complaints stage as they are often resolved during the informal stages. You will be kept informed of progress at every stage of the complaints process.

Please be assured that if you make a complaint, this will not jeopardise the service you receive from us.

The WCADA Complaints, Suggestions and Compliments procedure has been explained to me fully.

Name: _____

Date: _____

Signature: _____