

Wellspring Healthy Living Centre (WHLC Ltd)

COMPLAINTS PROCEDURE



1. How to make your complaint

Sometimes we do make mistakes, so if you are not happy with a service you have received from us, we would like to know. We will look into your complaint, let you know the outcome and take steps to put matters right as soon as we can.

If you have a complaint about any aspect of a particular service or department at Wellspring, you can:

Stage 1

Talk to a member of staff to resolve the complaint. They may be able to sort it out straight away. If this is not possible, or if you are not satisfied with the help you receive you can fill in the complaint form attached and hand it to reception.

Stage 2

Write to the Operations Manager or the Health and Wellbeing Development Manager. If you do not want to write please telephone Wellspring reception on 0117 304 1400 and ask for the staff member you would like to speak to.

2. What you can expect from us

An appropriate member of staff will respond, in writing, within 7 working days to acknowledge receipt of the complaint, and to confirm that we are investigating the complaint.

We will inform you within 10 days of the date of the acknowledgement letter of any action taken as a result of the complaint.

If you wish to appeal against the proposed resolution, want to see the full Complaints Procedure for Wellspring Healthy Living Centre or need support in making a complaint, please contact the Operations Manager on 0117 304 1443.

The information you give us is confidential and will not affect the way we deal with your feedback.

Please contact us if you would like this information in another language, in Braille, in larger print, or on audio tape.

We can also arrange language interpreters and sign-language interpreters. We usually need seven day's notice to make the arrangements.

3. Appeals

If the person complaining is not happy with the proposed resolution they should appeal, in writing, to the Centre Manager. The Centre Manager will write within 7

working days to acknowledge receipt of the appeal and to explain the procedure that will follow.

The Senior Manager will then set up an Appeal Panel to hear the appeal.

The Panel will be made up of:

- Wellspring Centre Manager
- Member of the Wellspring Board (not the Chairman)
- Company Support officer or Services Support Officer

The Panel will meet within 10 working days of the appeal being received.

The person who dealt with the original complaint will be asked to give the Panel copies of all records relating to the complaint.

If necessary, the Panel will interview any relevant witnesses.

The person who has made the complaint will receive a report on the hearing, and will be informed of any action that will be taken as a result.

4. Arbitration

If the person complaining is not satisfied by the outcome of the appeal panel, then they should write to the Chairman of the Wellspring Board, laying out the reasons for their dissatisfaction. The Chairman will arrange for a meeting with an independent arbitrator acceptable to both sides, within 28 working days of the letter being received.

A meeting with the arbitrator, the person making the complaint, the person to whom the complaint relates, their representative, and the Chairman of Wellspring Board will then take place.

The decision of the independent arbitrator will be final. Both sides will be informed of the outcome of the meeting, in writing, within five working days of the meeting.

5. Additional Information

- I. This Complaints Procedure applies to all users and visitors to the Wellspring, or those who do not use or visit our premises or participate in our activities but who feel they have been wrongly excluded or mistreated in some way. It does not cover staff, who have other avenues of complaint.
- II. Where staff members are the subject of the complaint, Wellspring will operate in a way which is fair to them and allows them rights to representation and support. Rights which staff have under their terms and conditions of employment will take precedence over the timetables laid down in this policy.
- III. The Wellspring Centre Manager will keep a record of all complaints received under this procedure, and individual service procedures, and will produce an

annual report for the Board. When considering this report the Board will review, and if necessary revise, this procedure.

- IV. Malicious use of this procedure could result in exclusion from Wellspring and its services.

**WELLSPRING HEALTHY LIVING CENTRE
COMPLAINT FORM**



Date of incident/event:	Date complaint form completed:
Name and Address of person making complaint:	
Tel. No or other contact details:	
In order for your formal complaint to be investigated, please complete the remainder of this form and then return it to reception OR <ul style="list-style-type: none">• you can send the form by post to: Wellspring HLC, Beam Street, Barton Hill Bristol BS5 9QY	
Please provide an account of the incident(s) leading to the complaint being made:	

Please state the areas you would like investigated:

What outcome do you wish from this complaint: