



Service User Complaints Procedure

April 2012

Refer:
House Rules
Licence Agreement
Service User Policy

The complaints procedures relating to service provision offered by Wear Valley Women's Aid are as follows.

Service users wishing to complain about any aspect of the service they have experienced are asked to:

1. **address their concerns/complaints to members of staff** – there are several methods to do this: House Meetings(weekly), service user requests a special meeting, one to one meetings with staff member(s)
2. **if this is not feasible, or fails to produce a satisfactory outcome;** the complaint must be brought to the attention of Senior managing members of staff – Louise Brown, Fiona Nicol.
3. **if still not resolved the complaint must be put in writing to the full Management Committee of W.V.W.A.** (marked confidential, for the attention of Judith Dobson)
4. **if the complainant still believes that the situation has not reached a satisfactory outcome, the details of the complaint must be forwarded to an independent, external body:** Supporting People, Durham
5. **if the complaint is of a criminal nature then the complainant must inform the police immediately**

Wear Valley Women's Aid understands that it may be difficult for service user to voice concerns and complaints against other service users and/or staff members. ALL complaints/concerns are considered and if a service user wishes to express themselves anonymously then they must feel free to put concerns down in writing and staff members will deal with them in the appropriate manner. Other contact details are available in service users individual Support Plan files.