



Compliments and Complaints Policy

1. Policy Statement

Registered charity Wyre Forest Dial-A-Ride, t/a Wyre Forest Community Transport (WFCT), is committed to providing the best possible service for its members.

Feedback regarding staff, volunteers and service users, is valued, whether positive or negative and WFCT strive to learn from both. This policy is for external compliments and complaints. It is not to be used for: -

- Safeguarding - safeguarding or welfare issues should be raised with the WFCT safeguarding officers in accordance with WFCT safeguarding policy
- Grievances by staff – these should be dealt with under the grievance procedure.
- Complaints from volunteers - these should be addressed to the **Chief Officer**.

This policy is reviewed annually by the **Board of Trustees**.

2. Compliments

All compliments will be acknowledged, passed to staff or volunteers involved and their line manager. A copy of the compliment will be kept on the employee's personnel file or volunteer record.

3. Complaints

It is important that we receive feedback from our service users including comments, suggestions and complaints in order to develop and improve our services. The complaints procedure is intended to provide a fair structure for making and dealing with complaints.

- **Principles**
 - People making complaints have the right to be treated equally and not suffer discrimination.
 - People making a complaint are entitled to seek external assistance to advocate on their behalf.
 - Complaints are to be treated with an open mind and will be investigated without prejudice.
 - People have the right to confidentiality. If requested, names will not be disclosed in investigating complaints. Anonymous complaints will not be investigated.
 - Abusive and offensive comments are not defined as complaints and will not be accepted as complaints.

4. Complaints Process

- The complaint should be made in writing to the **Chief Officer**. If you feel you cannot approach the **Chief Officer** or your complaint is regarding the **Chief Officer**, you can make your complaint to the trustee nominated to review complaints.
- The written complaint should provide information about the nature of the complaint and also the positive outcome you would wish to be achieved by bringing the complaint. This does not require us to resolve the complaint in this way.
- If you require support to record your complaint in writing we will endeavour to provide support to assist you do so.
- Your written complaint will be acknowledged in writing within 5 working days.
- The **Board of Trustees** will designate 2 complaints officers, one of whom will consider the written complaints form in the first instance, investigate the complaints and respond. The complaints' officer will report to the **Board of Trustees** on complaints which result in recommendations for future action.
- Complainants will receive the outcome of the investigation in writing within 21 working days. If dissatisfied with the result, they have the right to put their case directly to the **Board of Trustees** in writing in the first instance.
- If a complaint results in disciplinary action being taken against a member of staff, this will follow the disciplinary procedure and the outcome will not be reported to the person who made the complaint.

5. Record keeping

- Records of complaints and/compliments will be kept on file for 2 years.
- The **Chief Officer** will be responsible for ensuring the complaints and compliments file is kept up to date.

Approved by Trustees: June 2026

Review Due: June 2027