Complaints Policy

**Statement of Commitment**

Wellbeing Challenge CIC aims to provide members, individuals and organisations with the best possible service. However, there may be occasions when users of our services may feel the quality or level of service provided falls short of what can reasonably be expected. Your continued involvement and good will is of great value to us. If you have a complaint we would like you to tell us about it.

**Complaints Procedure:**

**Step 1:** The complaint must be made to Andrew Foreman (in-person or via written methods), who will acknowledge receipt within seven days of receiving it. If you need assistance in making your complaint, Wellbeing Challenge CIC can arrange this for you.

**Step 2:** The Andrew Foreman in consultation with the Chair of the management committee will investigate the circumstances leading to the complaint.

**Step 3:** The Andrew Foreman will communicate the outcomes of the investigation to you within a reasonable time. (Usually 21 days)

**Step 4:** If dissatisfied with the outcome of the investigation you have the right to put your case in person to a specially appointed panel of the management committee. This panel will not include anyone involved at the earlier stage of the complaint. The decision of the panel will be final.

**Step 5:** Where the complaint is upheld, Wellbeing Challenge CIC will give you a written apology signed by the Chair of the management committee and state what action will be taken.

**Steps 6:** The Wellbeing Challenge CIC management committee will be regularly informed (at least annually) by the Andrew Foreman of the number, nature, and outcome of any complaints.

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