

## South Cheshire CLASP Complaints Procedure

We take complaints very seriously and we treat them as an opportunity to develop. This is why we are always very grateful to hear from people who are willing to take the time to help us improve.

### If you would like to tell us about your complaint:

Please get in touch in one of the following ways:

- You can call us on 01270 250629
- You can email us at [julia@southcheshireclasp.org.uk](mailto:julia@southcheshireclasp.org.uk)
- Or you can write to us at:

South Cheshire CLASP, Jubilee House, St Paul's Street, Crewe CW1 2QA

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

### How long will it take?

We endeavour to respond fully and conclusively to all complaints within ten working days. However, you will receive an acknowledgement of your complaint within the first 5 days of receipt.

In more complex situations where an immediate response is not possible, we will investigate the matter and get back to you as quickly as we can. We will record your complaint and between us we can agree on the best way and time to get back in contact with you.

### What we will do:

We will try to fix problems, correct mistakes and address concerns in a way that pleases you. Please feel free when contacting us about a complaint, to let us know how you think it could be resolved.

We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and tell you who to go to if you want to escalate your complaint further.

There may be rare occasions when we choose not to respond to a complaint at all. These include:

- When a complainant is being abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint is made anonymously.

If your complaint is related to another area of our work and you do not feel completely satisfied by our response then you can contact The Charity Commission at the website address below.

[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)