

## **Complaints & Feedback**

SWAY recognises that we may not always get it right and to know what has gone wrong and how to put it right we need your input. We would also like to receive feedback on our services especially when we have done things right.

This policy applies to anyone whom we work with – including children, young people and their families, self-employed professionals etc.

## **Complaints**

If you have a complaint or would like to give feedback this should be addressed to SWAY's Projects & Youth Leader. If the complaint is against the Projects & Youth Leader, then they may contact the SWAY's chair of trustees directly.

Each complaint should state:

- Who or what your complaint is about.
- What happened
- when it happened
- If you had previously reported the matter to anyone else and who they were and what their response was
- what SWAY can do to put things right (if appropriate)
- your agreement that you are happy for the details of your complaint to be provided to the person complained about.

If you are not satisfied with our response, you may then request your complaint to be sent to our Chair of Trustees.

## **How is your complaint dealt with?**

Complaints will be acknowledged within a week of receiving it and investigations will be carried out that will include:

- Establishing the facts of the issue being complained about
- Contacting the complainant if further information is required.
- Interview those involved and complained about
- Keep notes of all interviews.

You will receive a response to your complaint within 28 days of receiving your complaint. However, if there are unforeseen delays in carrying out our investigation you will be advised in writing giving you the reasons for the delay.

## **Child or Adult Protection Issues**

If a complaint is regarding a child or adult protection issue, then our Safeguarding Procedures will be followed. This may involve other statutory authorities such as the Local Authority Designated Officer or the Police.

## **Feedback**

SWAY welcomes your feedback on the delivery of our services, and you can do so in writing, verbal, email, website comments form, etc. Upon receipt of your feedback an acknowledgement will be sent.