



Care and Well-being Through Chronic Health

Complaints Policy

CWTCH (Pembrokeshire) aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with CWTCH please tell us:

- if you are unhappy about any CWTCH service, please speak to the relevant staff member, manager or Director.
- if you are unhappy with an individual in CWTCH sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Director.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a formal complaint

If you are not satisfied with our response or wish to raise the matter more formally, you can either:

Write to the President. If your complaint is about the President, contact any of the trustees by email (details are on our website) or if you would prefer you can tell us about your formal complaint face-to-face. We are also happy to receive your formal complaint via anyone else you trust and would be happy to speak to, for instance a community leader or advocacy project of your choice.

All formal complaints will be logged. You will receive an acknowledgement, either in writing or we will seek to arrange a meeting with you, whichever you prefer, within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next Executive Committee meeting, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with CWTCH (Pembrokeshire's) services.

Compiled in consultation with CWTCH trustees

This Policy will be subject to periodic review.

This Policy was adopted by the CWTCH trustees on: 03.01.18

Dates approved & amended by CWTCH trustees (annually):