

**Complaints Policy and Procedure**

By listening and responding, the Equality and Inclusion Partnership (EQuIP) can improve the service it provides to people in Warwickshire.

We use a simple feedback form so that we can be sure to give the best possible service to everyone. It can be used for complaints or any concerns out clients have and we investigate the situation to ensure we improve our services as much as possible. We also aim to solve any concerns or complaints as quickly as possible.

Clients making a complaint get a written response within 7 days. If the complaint is simple, this letter will tell you, our client, what action we have taken as a result of your complaint and invite you to contact us again if you are not satisfied. If the complaint is more complicated, this initial response will detail how long we expect an investigation to take, who you can contact at EQuIP for updates, and when you can expect a final response.

If you are not happy with our service, firstly tell the person who’s been dealing with your case. Most of the time, they will be able to get things sorted for you straight away.

If you feel the problems have not been sorted, then please complete the attached form.

We fully record and monitor all our complaints in order to improve our services and to monitor whether there are any actions, such as training needs, that need to be taken.

**If you are using this form to make a complaint, you should get a written response to your form within 7 days (if you provide contact details).**

If you have any difficulties in filling in this form and would prefer to give information verbally, please contact us on 0330 135 6000 or 07377 431997 where a member of staff will be happy to complete the form from the information you provide.

Further copies of this form are available on our website: [www.equipequality.org.uk/resources](http://www.equipequality.org.uk/resources)

**Process**

On receipt of the completed form, it is allocated to a senior member of staff who assesses the issue, makes a recommendation to the Chief Executive, and deals with any follow up.

Updated February 2021

 **COMPLAINTS AND COMMENTS**

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| Is this a: Complaint? [ ]  Comment? [ ]  |
| If this is a complaint, you should expect a response within 7 working days. If this is NOT a complaint, would you like a response? Yes [ ]  No [ ]  |
| Name:  |  |
| Address:  |  |
| Telephone Number:  |  |
| Mobile Phone Number: |  |
| Email address:  |  |
| Which is your preferred method of contact?  |  |
| Is the complaint or comment about a specific member of staff?  | Yes [ ]  No [ ]  |
| If yes, what is the name of the member of staff? |  |
| Date to which the complaint or comment refers? |  |
| Location of event to which the complaint or comment refers?  |  |
| Details of Complaint or Comment *(please continue on a separate sheet if necessary)*  |  |
| Signed  |  |
| Date |  |