

**COMPLAINTS PROCEDURE  
A USERS GUIDE**

**WHO CAN COMPLAIN?**

Every user of WWRAS has the right to expect a high standard of service. If you do not feel that you have been treated fairly or advised adequately you have the right to *make a complaint*.

**WHAT DO I DO?**

It is important to make your complaint as soon as the reason to complain arises. This will help us sort out any problem quickly.

A formal complaint will be dealt with by the Service Manager and it must be in writing. If you don't like writing letters we have a standard form you can use instead, if you prefer. Your local advice centre, such as the Citizens Advice Bureau can help you make the complaint. You can find their address in the telephone book or from the library.

Send your complaint to:

The Service Manager  
Warwickshire Welfare Rights Advice Service  
1 Stratford Street  
NUNEATON CV11 5BS

**WHAT WILL THE SERVICE MANAGER DO?**

The Service Manager will:

- \* acknowledge your complaint within 10 working days in writing
- \* investigate it thoroughly
- \* respond to your complaint in full and in writing within 10 working days of acknowledging the complaint

**WHAT IF I'M STILL UNHAPPY?**

If your complaint has not been answered to your satisfaction you can make a further complaint to the Management Committee of WWRAS.

Again this further complaint must be made in writing and sent to the Management Committee at the address above. This will be acknowledged and investigated. Wherever possible a decision will be made within 25 working days of the acknowledgement.

# COMPLAINTS FORM

(A)

## YOUR DETAILS

YOUR NAME (Block Capitals) \_\_\_\_\_

YOUR ADDRESS \_\_\_\_\_

\_\_\_\_\_

TOWN \_\_\_\_\_ POSTCODE \_\_\_\_\_

YOUR TELEPHONE NUMBER \_\_\_\_\_

IS THERE ANY TIME YOU CANNOT BE CONTACTED? IF SO WHEN?

\_\_\_\_\_

(B)

## YOUR COMPLAINT

Use this next section to outline your complaint. You may want to draft it out in rough first. If you need more space, continue on a separate sheet and attach it to this form.

If possible, please indicate the general category of your complaint, e.g. the advice given, administration, the attitude of the WWRAS Worker, access to the Service etc.

MY COMPLAINT IS \_\_\_\_\_

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Cont'd/.....

