



Complaints Policy of Why Don't We
herein referred to as the group

- 1.0 The group is committed to providing excellent service, and we invite feedback - to ensure the continuous improvement of the services and facilities it provides. However, the group recognises that sometimes we may not always provide the high level of service to which we aspire. This statement sets out how you can take up any matter you think is unsatisfactory about the experience with or from the group
- 2.0 **Complaints Procedure**
If you have a complaint, please contact us in writing in the first instance to:

The Secretary: Mr Alex Ward, 6 Grove Terrace, Birkenshaw, Bradford BD11 2LY
- 3.0 We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2-5 working days of us receiving your complaint.
- 4.0 We will then start to investigate your complaint. This will normally involve the following steps;
 - 4.1 The group may ask the colleague who dealt with you to reply to your complaint within 5 working days of our request
 - 4.2 We will then examine the colleagues' reply and the information you have provided for us. This should occur within 5 working days from receiving their reply.
 - 4.3 The group will then invite you to meet him/ her to discuss and hopefully resolve your complaint. We will do this within 5 working days of the end of our investigation.
 - 4.4 Within 2 working days of the meeting the Management Committee will write to you to confirm what took place and any solutions agreed with you. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include suggestions for resolving the matter.
 - 4.5 At this stage, if you are still not satisfied you can write to us again. You will receive a written reply within 10 working days.



- 4.6 We will let you know of the outcome of this review within 5 working days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you could contact the Citizens Advice Bureau or KIVCA for advice on further action
- 4.7 If we need to change any of the time scales above, we will let you know and explain why.
- 5.0 The group is committed to providing a high level of service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.