

Enterprise Cheshire + Warrington

Complaints Policy

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Introduction

Enterprise Cheshire and Warrington (ECW) views complaints as an opportunity to learn and improve for the future, as well as chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure that everyone at ECW knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition

A complaint is an expression of dissatisfaction, however made, about the standard of service, action, or lack of action by ECW, its staff, or Service Delivery Partners (SDP's) or agents providing services on behalf of ECW affecting an individual Service User or a group of Service Users.

How to complain (Stage 1)

Contact us using the methods below, providing as much detail as possible and including a postal and e-mail address or alternative means of contacting you:

Email: info@cheshireandwarrington.com

Write to: Office Manager
Enterprise Cheshire and Warrington
Wyvern House
The Drummer
Winsford
CW7 1AH

Most complaints usually arise because of a misunderstanding and so can usually be resolved upon a first contact basis. We'll aim to provide you with response to your complaint within 14 calendar

days of you raising your expression of dissatisfaction. If a complaint is in regard to one of our SDP's we will confirm receipt of the complaint and forward to the respective SDP's, wherein we may notify all parties that the specific SDP's take over all responsibility of responding to the complaint, dependent upon the nature of the complaint.

Enterprise Cheshire + Warrington

confirming

If no further correspondence is received from the complainant within 7 calendar days of the response being issued, or if the complainant responds acceptance of the initial outcome, the complaint will be closed as resolved.

Appeal (Stage 2)

If you are unhappy with the way your complaint was dealt with, or the outcome that was delivered, please write to:

Chief Executive
Enterprise Cheshire and Warrington
Wyvern House
The Drummer
Winsford
CW7 1AH

They will review your complaint and the initial action taken and advise you of the outcome in writing, within 30 calendar days.

Enterprise Cheshire and Warrington Board (Stage 3)

If you are still unhappy following our final response you can then put your complaint to the Enterprise Cheshire and Warrington Board. At this stage our response and outcome will be final.