

COMPLAINTS PROCEDURE

Our commitment to you

West Itchen Community Trust is committed to providing high quality services. Our members, voluntary organisations, individuals and communities play a valuable role in supporting us to deliver a vibrant community. We are committed to providing our users with a quality service and to continuously improving those services but we realise that there are times when we don't always succeed.

If you are unhappy about the services that we provide to you we want to hear about it - without your feedback we cannot improve.

How the system works

At West Itchen Community Trust we have a dedicated complaints co-ordinator. This role is undertaken by our Communities Manager who is responsible for making sure that all complaints are logged and actioned, and who will monitor complaints to make sure that they are being dealt with.

How to make a complaint

If you are not happy about a service that you receive, it is usually best to let the person who is providing the service know, either by telephone, letter or in person. If you don't know who to contact you can write directly to:

The Complaints Co-ordinator
West Itchen Community Trust
Ropewalk Community Centre
53 Derby Road, Southampton
SO14 0DJ

The Complaints Co-ordinator will log the complaint and make sure that it is assigned to the most appropriate person. You will be sent a letter confirming that the complaint has been received and telling you the name of the person who is dealing with your complaint. Also with a timescale of how long the investigation will take.

If you are not satisfied with the outcome

If you are not satisfied with the outcome let the Complaints Co-ordinator know. The complaint will be progressed so that somebody else can investigate it for you.

Acting on results

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

Your voice

We hope you agree that most of the time we do provide a good quality service. We value all feedback from our users and would also like to hear from you about what you think we do well.