



Policy Summary Sheet 4 : Complaints and Feedback

At W.I.L.L when a person wants to make a complaint we will make sure the person's views are respected, that they are informed as the complaint is dealt with and they have the opportunity to be involved in the resolution process.

What does this mean for participants?

- Each person is treated fairly by W.I.L.L when making a complaint
- W.I.L.L will afford all complaints the highest standard of confidentiality
- Each participant and their family/carer are provided with information and support on how to make a complaint
- W.I.L.L has developed appropriate policies and procedures to investigate, manage and review complaints. See our Complaints Pictorial included in the Welcome Pack
- W.I.L.L provides referrals and information to external bodies for complaint management as requested or required. See the list of external agencies in our Complaints and Feedback Policy in our Policy and Procedures Manual
- W.I.L.L will ensure your complaints are managed in a timely manner
- W.I.L.L will ensure complaints can be lodged without fear of retribution or removal or service
- W.I.L.L will ensure that complaints are resolved within a designated timeframe

More detailed information on our Complaints and Feedback Policy is available in our Policy and Procedures Manual