

MAKING A COMPLAINT: GUIDANCE FOR CLIENTS

Wellspring aims to offer the highest possible quality of service, but if you have concerns you wish to raise, it is important that you do so, so that we can address them and if possible put things right. The following notes are designed to help you to find the best way of resolving issues you may have. Your comments will be taken seriously and any complaint investigated thoroughly and sensitively.

1. If you are unhappy with a service you have received from Wellspring you may wish to raise this first with the worker concerned and try to resolve the matter as quickly and informally as possible.
2. If you are unable, or do not wish to do so, we recommend that you talk things over with the Co-ordinator of Clinical Services. It may be that problems can be resolved at this stage.
3. If you prefer, or if you wish to take the matter further, you should ask for a copy of Wellspring's *Complaints Procedure* if you do not already have one. You may make a formal complaint by letter to the Co-ordinator of Clinical Services, or to the Chair of the Management Committee if the complaint is against the Co-ordinator. You should address your letter to them at Wellspring and mark it "Confidential". Please ensure that you include your name and address.
4. If your complaint is about a worker at Wellspring you should add your written permission that they may see a copy of your complaint. We need this in order to investigate it.
5. We will reply to a letter of complaint within one week confirming that your complaint has been received and is being attended to.
6. Your complaint will be investigated by the Co-ordinator of Clinical Services and/or an individual or group nominated by them or the Chair of the Management Committee, who may meet you in order to discuss your concerns. You are entitled at any stage in the process to seek independent advice and representation. You may also ask a family member or friend, for example, to accompany you at any meetings you may have with us regarding your complaint.
7. You will receive a written response within three weeks of the complaint's being received.
8. If you feel your complaint has not been satisfactorily resolved, you may forward it to the Chair of the Management Committee who will review the findings and make a final decision. You can expect acknowledgement within one week and a written response within three weeks.