



Complaints Policy

1. Introduction

WorkCare West Midlands (WWM) is a charity providing workplace chaplaincy in the West Midlands and Warwickshire.

WWM welcomes feedback, positive and learning points, which should be discussed with the Lead Officer. These are different to the complaints covered by this policy. Any complaints by WWM staff and volunteers are also not covered by this policy but instead through WWM's grievance policy.

2. Definitions

A complaint is any expression of dissatisfaction by an individual, whether justified or not.

3. Objectives

WWM strives for high standards in service delivery and welcomes feedback from individuals, intermediaries, businesses and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work. Complaints will be considered on a regular basis by the WWM Trustees.

The objective of this Complaints Policy is to:

- a. Ensure everyone knows how to provide feedback and, in particular, how a complaint will be handled.
- b. Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames.
- c. Provide individuals with a fair and effective way to complain about our work;
- d. Ensure that complaints are monitored and used to improve our services.

4. Scope

WWM will:

- a. Listen carefully to complaints and treat complaints as confidential, where possible;
- b. Record, store and manage all complaints accurately and in accordance with the Data Protection Act;
- c. Investigate the complaint fully, objectively and within the stated time frame;
- d. Allow the person against whom a complaint is made to have a fair right of reply;
- e. Notify the complainant of the results of the investigation and any right of appeal
- f. Inform the complainant of any action that will be implemented in order to minimise the likelihood of a reoccurrence.

5. Formal Complaints

a. Definition of a Formal Complaint

An individual may make a formal complaint if they (as an organisation, or as an individual chaplain or volunteer) feel WWM or its employees or volunteers have not provided



chaplaincy, or a similar activity, to an acceptable standard; or has failed to act in a proper way and they believe that it is appropriate that formal organisational action is taken to respond to this.

b. Application

This policy and procedure relates only to complaints received about WWM and its services. Individuals who make formal complaints about partner organisations will be notified in writing within five working days of receipt of the complaint that they need to complain to the organisation with which they have the complaint, and will be provided with contact details, where possible.

c. Formal Complaints Procedure

i. Any verbal or written formal complaints will be recorded by the Team Leader or the Lead Officer and placed in a complaints file held at the WWM office. Anyone identified as being the subject or contributing to any matter giving rise to the complaint will be notified within five working days. Feedback on complaints will be shared with those concerned at appropriate timings.

ii. There are 2 stages of the complaints procedure:

Stage One – Complaint and Response Stage

WWM aims to settle the majority of complaints quickly and satisfactorily through the relevant chaplain or Lead Officer. The complaint may be resolved quickly by way of an apology, by providing the service required or by providing an acceptable explanation to the individual.

If the complainant is happy to do so, individuals wishing to make a complaint should contact the person who provided the service. If that is not reasonable, they should contact the WWM Lead Officer. If the complaint is of a sensitive nature, then a meeting may be arranged in an area of privacy with a person of a specified gender.

Chaplains receiving a formal complaint should immediately inform the Lead Officer in order that the complainant may receive updates on progress as required.

Complaints will be acknowledged by WWM within five working days. Normally complaints will be fully investigated, and a response provided to the complainant within 25 working days. However, if the complaint leads to disciplinary action, then timescales will be set according to that procedure, which will take precedence. Complainants will be informed if there is a delay in responding to the complaint.

Individuals will be advised that if they are not satisfied with the response to their complaint, they may appeal to the WWM Trustees within 14 working days of receiving their response and progress to Stage Two.

Stage Two – Appeal

A WWM Trustee will investigate the matter independently and communicate the outcome and any action(s) to the complainant in writing within 20 working days of the appeal being lodged. (Occasionally, investigations may take longer, particularly if the complaint is complex. Should this be the case, a holding letter will be sent after 20 working days and a final date given for a conclusion being reached).



This person may need to contact the complainant to clarify the issues, conduct the investigation and explore resolution. The complainant will receive written confirmation of the outcome of any investigation and any recommendations/remedies made, such as, staff development and training, reviewing of policies or appropriate improvement to WWM services.

The decision of the Trustee is final and there is no further right of appeal.

6. Informal Complaints

An informal complaint is when a complainant feels dissatisfaction but does not seek a formal response from WWM. As far as possible, an informal complaint should be addressed to the relevant chaplain: if not, to the Lead Officer. If the complainant is not satisfied with the response, they may decide to make a formal complaint.

7. Anonymous Complaints

Complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

8. Confidentiality

Confidentiality will be maintained throughout the complaint procedure. Any data recorded following complaints or compliments will be held according to WWM Data Protection policy.

9. Review

This policy will be reviewed annually, or more frequently if required, to ensure it remains relevant and effective.

10. Conclusion

WWM welcomes feedback on its services. This policy sets out the process whereby complaints may be appropriately responded to.

Approved by: WorkCare West Midlands Trustees 9 September 2024

Next Review Date: 9 September 2025