

Compliments, Comments and Complaints Procedure



WMVS Children in Care Foundation welcomes feedback of all kinds. Compliments, comments and complaints help us to:

- celebrate what is working well
- highlight where improvements can be made
- harness valuable insights from those using our services
- ensure any concerns are addressed fairly

This procedure is designed to be clear and accessible for carers, young people, partners, providers and other stakeholders. If you've got a great idea, or perhaps something has gone wrong, we can't do anything about it unless you let us know!

1. Key Principles (for dealing with feedback)

- **Open and Positive:** We welcome feedback of all kinds.
- **Accessible:** Simple routes to share views ([email](#), [online](#), in person).
- **Fair:** Every concern will be taken seriously and handled respectfully.
- **Timely:** We aim to resolve issues quickly.
- **Learning:** Feedback helps us improve our charitable work.
- **Confidential:** We keep complaints and personal information private, unless disclosure is required for safeguarding, legal or regulatory reasons. Personal information will only be shared with those directly involved in addressing the feedback.

2. How to share feedback

Type	Examples	How to Share	What Happens Next
Compliment	Praise for an event, a trustee, or a project that worked well	Email , online form , or tell any trustee	We thank you, record your feedback, and share it with those involved
Comment	Suggestions, ideas, or observations	(same as above)	We note your suggestion, discuss it, and consider it in planning. If you have asked us to respond, we will do so.
Complaint (informal)	A concern or dissatisfaction that could be resolved quickly	Speak to anyone involved in delivering our work or to a trustee	We listen, try to resolve straight away, and to confirm if you are satisfied.

Complaint (formal)	Serious concerns, or if the informal stage didn't resolve things	Put your complaint in writing (email /letter)	Logged, acknowledged, and investigated by a trustee not directly involved
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3. Complaints Process

Stage 1 – Informal

- Talk to anyone involved in delivering our work or to a trustee.
- We aim to resolve the issue quickly and fairly
- You will receive confirmation of the outcome within **7 working days**.

Stage 2 – Formal

- If the issue remains unresolved, submit your complaint in writing (by email or post) to the Foundation Chair.
- A trustee who was not involved in the issue will be assigned to investigate your complaint.
- You will receive an acknowledgment of your complaint within **5 working days**.
- A full response will be provided within **20 working days**.

Stage 3 – Appeal

- If you are still unhappy, you may request an appeal to the Board of Trustees.
- A small panel of trustees (not previously involved) will review the complaint.
- You will receive a written outcome within an additional **30 working days** and will be the Foundation's final internal decision.

Stage 4 – External Escalation

If you remain dissatisfied, you may contact the **Charity Commission**, our regulatory body: www.gov.uk/complain-about-charity

4. Safeguarding or Complaint?

Sometimes concerns raised are about the **safety or wellbeing of a child or young person**. These are not complaints, but **safeguarding concerns**. If your concern relates to possible harm, neglect, or risk to a child, it should be raised immediately according to [the Foundation's Safeguarding Policy Statement](#) which will give further details and direct you to contact our **Leads for Safeguarding and Child Protection**.

Where a complaint overlaps with safeguarding, confidentiality cannot always be maintained, as our Safeguarding Policy Statement takes precedence.

5. Support and Accessibility

- You may ask someone to support or represent you (carer, advocate, etc.).
 - Complaints can be made in person, by phone, by email, or in writing.
 - We will make reasonable adjustments for accessibility (e.g., easy-read format, translation, large print).
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6. Recording and Learning

- All compliments, comments and complaints are logged.
 - A summary (without personal details) is reviewed by trustees at subcommittee and board meetings.
 - Trends and lessons learned are used to improve future activity.
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7. How to contact us

- **Email:** feedback@wmvscicfoundation.org.uk
- **Online via our website:** <https://www.wmvscicfoundation.org.uk/contact>
- **Post:**

WMVS Children in Care Foundation,
c/o Setsquare Solutions Ltd
1 Shrieves Walk
Sheep Street
Stratford-Upon-Avon
Warwickshire
CV37 6GJ

8. Key complaints timeframes at a glance

Stage	Acknowledgement	Full Response
Informal	N/A	7 working days
Formal	5 working days	20 working days
Appeal	5 working days	30 working days

Version	1.0
Approved by	Board on 16.04.26
Next Review	April 2028