



Fihankra meaning a safe house, safety, security and peace



# Nottingham Central Women's Aid

## Customer Care leaflet

### Customer Care leaflet

This sheet tells you how to make a complaint and the procedure we will follow when dealing with your complaint.

NCWA is run by women for women providing support and advice for women and their children experiencing/escaping domestic violence. Despite our best efforts and intentions things can go wrong, and our complaints procedure is there for when you feel we have not achieved the high standard we are committed to. We welcome complaints as a way of putting things right and enabling us to improve our services.

### What is a complaint?

A complaint is a report about poor service from us. It may include:

- Unhelpful behaviour or unfair treatment by staff
- Delays or failures to provide a service
- Failure in the quality of the service provided
- Dissatisfaction with policies and procedures

### Who can complain?

Our complaints procedure is open to everyone who receives or requests a service from us, including agencies acting on your behalf.

### Making a Complaint

Complaints can be made in person, over the phone or in writing. You could also ask a third party to make a complaint on your behalf e.g. The Nottingham Law Centre or a Solicitor.

What we need you to do (the complainant):

Take your time to explain your concerns/complaint and provide specific information to help us determine the appropriate course of action and to start our investigations.



Fihankra meaning a safe house, safety, security and peace



You can complete a NCWA complaints form or ask a member of staff to help you fill out the form.

## The procedure

**Stage 1:** We will write to you within 5 days to acknowledge your complaint and let you know who will be investigating. We will include a copy of our full complaints policy and procedure.

**Stage 2:** The person investigating will make contact with you within 10 days to keep you updated.

**Stage 3:** We will aim to send a formal response within 21 days.

**Stage 4:** If you are not satisfied with the outcome then you should ask for your complaint to be investigated by the Board of Trustees. A meeting of no less than 2 Board of Trustees members will be organised and you will be invited to this meeting so you, or someone you choose to bring with you to help, can represent your case. You will receive a written response within 7 days of this meeting.

If you have been through our complaints procedure and still remain dissatisfied you can contact:

*A solicitor/ Nottingham Law Centre / Citizen's Advice Bureau / Women's Aid Federation of England*

You will not be discouraged from complaining nor treated any less favorably because you have made a complaint. If at any stage however you decide that you do not want to go ahead with your complaint, you should contact a worker to tell them that you wish to withdraw it. You can request a full copy of the complaints procedure and NCWA staff can answer any questions you may have about the policy.

## Equality & Fairness

You will not be discouraged from complaining nor treated any less favourably because you have made a complaint. If at any stage you feel victimized because you have made a complaint, you should raise your concerns with the most senior member of staff available.

## What if I change my mind?

If you decide that you do not want to go ahead with your complaint, you should contact a worker to tell them that you wish to withdraw it. The manager will contact you to confirm that

