

**Complaints**

**CONTACT US**

01254 260465 or

0300 561 0440

Email: info@thewishcentre.org

The Wish Centre

Unit 21

Business Development Centre

Eanam Old Road

Blackburn

BB1 5LB

**The Wish Centre**

**Compliments**

**Compliment**

**Comments**

**WHAT HAPPENS NEXT**

**COMPLAINTS**

Once you have told someone about your complaint they will:

* Ask you about your concern to find out whether it can be put right straight away. If they can put it right straight away, this is what they will do. This is Stage 1 of the process and will be concluded in 5 working days.
* If they cannot fix your concern straight away, they will help you to put your complaint in writing or advise how to make the complaint.
* The person will then take your written complaint to the CEO at the Wish Centre or you can send it to the CEO.
* Your complaint will be investigated by a senior member of staff who has been appointed by the CEO. This is Stage 2 of the process.
* You will be informed within 10 days how your complaint will be dealt with.
* You will receive in writing a response from the complaint within 20 working days unless it is complex and more time is needed to conclude the investigation.
* If you are not satisfied by the outcome you can go to Stage 3 of the complaint process and have the matter considered by the Trustee Board. Two trustees will be appointed to manage your complaint. They will tell you within 10 working days how they are going to proceed. They may decide to investigate further or agree with the outcome of the Stage 2 process. The investigation will be finished in 20 working days unless it is complex and more time is needed. The Board of Trustees decision is final.
* If this does not resolve your complaint you may decide to approach other organisations who may be able to assist.

**COMMENTS**

If you wish to make a comment about the service you have received you can put this in writing to us, email us or tell someone and we will reply to you in within ten working days. This could be in writing, by phone, email or face to face.

**COMPLIMENTS**

We are always pleased to hear from people using our services who want to compliment a particular member of staff or service they receive. You can tell someone, write to us, email or phone us. We will be sure to tell the service/team/individual you are complimenting.

**COMMENTS, COMPLAINTS & COMPLIMENTS**

The Wish Centre is committed to providing a quality service. We always want to know how you found the service you received. Your views and comments are important to us and help us to understand:

* What we are doing well and should keep on doing
* What we could do better
* What we need to change or fix

**Your Comments, Complaints and Compliments really do matter to us.**

**HOW DO I COMPLAIN OR MAKE A COMMENT?**

There are several things you can do if you are not happy with any aspect of the service you have received:

1. Speak to a worker about your concern.
2. If you don’t want to do this for any reason, you can speak to a manager, the CEO or Trustee at The Wish Centre. They can be contacted on 01254 260465 or email on info@thewishcentre.org.uk. You can write to the CEO, Unit 21, Business Development Centre, Eanam Old Road, Blackburn, BB1 5BL

