



HOW TO COMMENT OR COMPLAIN ABOUT A SERVICE

Our aim is to deliver high quality services to the people who use them. If you have a suggestion about how our services could be improved, we'd love to hear from you.

If you're pleased with the service you've received from us, you can let us know by contacting the Senior HR & Operations Manager directly at the address shown below. They'll pass the information to the person, the team or the organisation responsible for that service.

If you're unhappy with the service you've received, you have a right to complain. We aim for high standards but sometimes things do go wrong, but unless you tell us, we won't know that you are unhappy. If you contact us, we'll be able to work with you to put things right as soon as possible.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

This factsheet explains how, with your help, we can sort out your complaint.

HOW TO MAKE A COMPLAINT

Many complaints can be resolved informally. In the first instance and, if you feel able to, you can contact the member of staff who is working with you or ask to speak to their manager, who will try to sort the matter out.

If you make contact in person or by phone, please make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you're not satisfied or do not wish for an informal solution, you can make a formal complaint.

Write down your complaint and send it to:



Senior HR & Operations Manager
Spice Innovations
Unit 2, 58 – 62 Cowbridge Road West
Cardiff
CF5 5BS

WHAT HAPPENS NEXT?

If you send a formal complaint to us in writing, you'll receive acknowledgement of your complaint within 10 working days. You may be contacted to make sure that we have understood your complaint properly.

You'll receive a response to your complaint within 28 working days of its receipt. If we can't meet this timescale, we'll contact you to request an extension to the deadline.

Depending on the nature of your concern your complaint may be dealt with under another process, for example, in a situation where someone may be at risk. Any decision to investigate your concern under an alternative process will be discussed with you.

We cannot look at your complaint where an investigation may jeopardise a police investigation or an investigation being undertaken by a regulatory body. Also, we won't look at a complaint where you indicate that you are taking legal action or where there are legal proceedings.

DOES THIS ALWAYS HAPPEN?

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You'll be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, we will not be able to give you specific detail. You will however, be informed of what it means for your complaint.

If a criminal offence is alleged, then the police will be informed.

LOOKING AFTER YOUR PERSONAL INFORMATION

If you make a complaint, we'll respect your right to confidentiality. Although we may need to share the background you give us with others who might be dealing with your complaint, we won't pass on any personal information unless we have to do so by law, and will only pass on as much as is necessary.



CAN YOU TAKE YOUR COMPLAINT ELSEWHERE?

Yes. You can contact the Charity Commission for England and Wales for further information on making complaints about a charity.

WHAT IF I'M UNSURE WHO TO COMPLAIN TO?

We work closely with lots of other organisations. If the service you are unhappy about is provided by another organisation that we work in partnership with, we can pass on your complaint to them, if you wish.