

## Complaints Procedure

WBRC aims to provide its customers with a service which:

- is straightforward
- treats our customers well
- delivers in timely fashion
- provides results as agreed.

Unfortunately on occasion, as a very small organisation, we may not always be able to fully achieve all our aims.

If you have a query or problem with services commissioned from WBRC, please **contact the Manager as soon as possible**, who should be able to answer your query or provide a resolution if we've made a mistake.

We will make every effort to answer queries or resolve issues swiftly. Most cases will be put right by providing an apology, an explanation of what happened and where appropriate, a description of any steps taken to avoid similar problems arising in the future.

**If you are still not happy with the service and response** you can **ask the Manager to refer a complaint** to the Chair of the Board (**or directly email the Chair**) who will respond on behalf of the Trustees by phone/email, usually within max. 15 working days, to talk about your complaint and agree how to investigate it. Contact details on our website. [wbrc.org.uk](http://wbrc.org.uk) You will receive a **final response by phone or email** with the outcome of your complaint.

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*This procedure is in line with Charity Commission guidance.*

<https://www.gov.uk/government/publications/complaints-about-charities/complaints-about-charities>

*A complaint is defined here as an expression of dissatisfaction about the service provided which is not resolved by operational staff as normal business. You can make a complaint if:*

- *mistakes have been made*
- *there were unreasonable delays*
- *you feel you've been treated poorly*
- *you haven't been kept informed.*

October 2023