



WHEATSHEAF TRUST



COMPLAINTS PROCEDURE

The following procedure covers complaints which are about the services that Wheatsheaf Trust provides directly to the public. These principally involve providing information advice and guidance through our Employment Access Centres, or landscaping, construction, and horticultural services through our Supported Work Experience and Training project, but also include a number of specialist services.

The Trust is committed to providing a high quality service and achieving the best standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers. Therefore we aim to ensure that:

1. Making a complaint is as easy as possible;
2. We treat as a complaint any clear expression of dissatisfaction with our service which calls for a response;
3. We treat it seriously whether it is made in person, by telephone, by letter, by fax, or by e-mail;
4. We deal with it promptly, politely and, where appropriate, informally (for example, by telephone);
5. We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
6. We learn from complaints and use them to improve our service.

How do you make a complaint?

You can make a complaint in writing, by fax, by e-mail, by telephone or in person (by appointment please). If you are writing, faxing or e-mailing your complaint, please provide your telephone number if a response by telephone would be convenient. If you are e-mailing, please state if a reply by e-mail is required and, if not, please provide a full postal address.

1. If you know the part of the Trust which is relevant to your complaint, or the name or title of an appropriate member of staff, please make your complaint direct to them (referring to this complaints procedure would be helpful). If you feel the complaint is more serious, please contact one of our Management Team.

Relevant Managers are:

- For advice and guidance services:
Operations Manager
- For financial and accounts issues:
Finance Manager
- For all other issues:
Chief Executive

2. If your complaint is about a Manager, or if you wish to complain formally in writing, please get in touch with the Chief Executive.

All the above can be contacted at:

Wheatsheaf Trust
Wheatsheaf House
24 Bernard Street
Southampton
SO14 3AY

Telephone: 023 8023 7662
Fax: 023 8023 7651
e-mail: info@wheatsheaftrust.org

What Happens Next?

We will respond to your complaint within 10 working days with an explanation and, if appropriate, an apology. Normally, we hope that this would settle the matter, but if the complaint involves invoking our disciplinary procedures, it maybe that final resolution will take longer.

If you are not satisfied with our response, or your complaint involves the Chief Executive, then you should write to the Chair of Trustees at Wheatsheaf House (address above). The Chair will respond within 10 working days.