



Feedback: comments, suggestions, complaints

Our policy and practice

Swanswell is committed to providing high quality services. To achieve this we need to hear your views and concerns.

There are lots of different ways you can make comments, suggestions and complaints and no procedure can cover all of them. We are always aware of the views of our clients and other persons we come into contact with. We do our very best to ensure that your views – whether complimentary or critical – are noted. We then use those views to influence the way we work. If you use any of our services and are not satisfied, we prefer to try and deal with your concerns informally and as quickly as possible. Our information leaflet explains how that can be done.

We also have a formal feedback procedure to deal with any issues you may have that have not been or cannot be resolved in other ways. This includes:

- a Swanswell leaflet and form, which explains how you can offer suggestions, make complaints (informal or formal), raise concerns, ask questions and give comments or compliments. This leaflet is available in all of our offices and in information packs provided to anyone who uses our services. You can also find posters displayed in reception areas and other easily seen places in our offices;
- making sure that you can discuss any comments or concerns you have about our services with any member of staff. Or you can ask to speak to a more senior manager;
- recording in an efficient way all formal comments and concerns we receive, and our responses given. We regularly review these comments and concerns in order to identify the areas of our services which are most successful or need improving;
- giving you the opportunity to see our Chief Executive, where appropriate, so that you can raise any concerns you might have or pay a compliment to our work;
- after seeing the Chief Executive, if you still have concerns you can raise these with our Board of Trustees;
- in the event your complaint remains unresolved, you can raise your concerns with the organisation that contracted Swanswell to provide the service that you have concerns about. We will give you the name and details of the responsible person. Normally, this would result in a further review of the policy and the decision that was reached following your concerns. If appropriate, that person is able to indicate how the issue will be resolved.

We take all concerns seriously and try to deal with them quickly and explain ourselves clearly. We always try to reach a satisfactory and reasonable solution within our resources and keeping to the policies we must follow. When concerns are reported, we prefer to deal with them quickly and informally, so that any action we need to take can be taken at



the earliest opportunity. We will always try to avoid causing additional difficulties for anyone who has a concern by making sure the process is as quick and simple, yet efficient, as possible.

If you require any further information about how to comment on or express a concern about our services, you are welcome to contact us at our Head Office.

Swanswell
Suite 5, Hilton House
Corporation Street
Rugby
Warwickshire
CV21 2DN

t 01788 559400
f 01788 559419
e admin@swanswell.org