

Making a complaint

What to do if you have concerns about the service you have received

Welcare is committed to supporting children and families. If you believe that we have not delivered the service you expected we want to hear from you so that we can try to put things right. We take all complaints seriously and following the steps below will help us to understand your concerns and give you a fair response.

In the first instance

Talk to your worker or volunteer at Welcare. If your concern is about your worker ask to speak with their manager. We will listen to your concerns and aim to resolve them at this stage.

Making a formal complaint

In the unlikely event that your concerns have not been resolved by speaking with the service manager you can register a formal complaint by writing to: Complaints Officer, Welcare, 48 Union Street, London SE1 1TD or info@welcare.org

Your letter will be acknowledged within 10 days and you will be told the arrangements for investigating your concerns. Welcare will normally be able to investigate your concerns within 28 days. If we think it will take longer we will write to let you know.

If you are still not happy

If you are not satisfied with the way your concerns were investigated you can ask for a review. You must do this within 28 days of receiving our response. Please write to: Complaints Officer, Welcare, 48 Union Street, London SE1 1TD or info@welcare.org

The Complaints Officer will arrange for two members of Welcare's Board of Trustees to review how your complaint was handled.

Our Promise to You

We will:

- ✓ Acknowledge all complaints promptly
- ✓ Investigate thoroughly and quickly
- ✓ Keep you informed of progress
- ✓ Do everything we can to resolve the complaint
- ✓ Use the information from your complaint to change the way we do things in future

We value your feedback

Our mission is to serve children and families. We are dedicated to treating all our clients as individuals and giving them the best possible service. Thank you for your feedback.