

# Complaints Flowchart

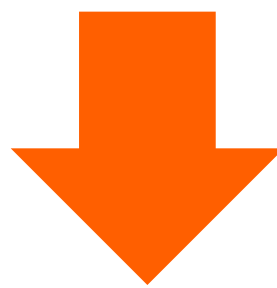
Warrington Speak Up are committed to developing and delivering quality advocacy services and project work for the benefit of people living in Warrington.

You have the right to complain if you are not happy with any aspect of Warrington Speak Up. A comprehensive complaints policy is available on request. Below is a summary of the complaints procedure.

## Stage 1 - Informal

The CEO and / or designated trustee will meet with you informally to clarify details of the complaint and try to find a resolution. They may need to talk to other people in order to get further information.

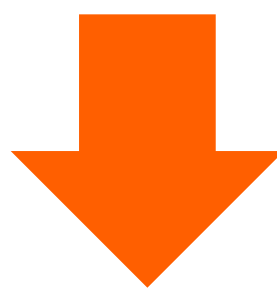
**This will happen within 14 days**



## Stage 2 - Formal

If you are not satisfied with the outcome the CEO or designated trustee will carry out a full investigation. You will receive a written letter explaining the outcome.

**This will happen within 28 days**



## Stage 3 - Appeal

If you remain dissatisfied you have the right to appeal. A panel consisting of representatives not previously involved in the complaint will meet and consider your formal complaint.

**Once the panel have met they will write to you within 3 weeks**

**You also have the right not to follow this procedure and go direct to an external funder or commissioner. Contact details are available via Lynne Bennett (Chair of Board of Trustees)**