



**Crosspoint (Westbury)**

**Albion House**

**1 Market Square**

**Westbury**

**Wiltshire**

**BA13 3DE**

[www.crosspoint-westbury.co.uk](http://www.crosspoint-westbury.co.uk)

**☎ 01373 824330** Email [info@crosspoint-westbury.co.uk](mailto:info@crosspoint-westbury.co.uk)

### **Crosspoint (Westbury) Complaints Procedure.**

Crosspoint (Westbury) seeks to offer the best possible service to its clients at all times, however should a client be unhappy with the service provided they should follow the following procedure.

A client may choose to complain for any of the following reasons:

1. The service provided is not of the standard expected.
2. The enquiry has not been handled appropriately.
3. Wrong information has been given.
4. The client was unhappy with the outcome at the point of referral to another agency.

If the complaint arises during the course of a conversation (face to face or telephone) then the volunteer will try to resolve the issue to the satisfaction of the client. If he/she continues to be unhappy then the volunteer must inform him/her about the complaints procedure.

The volunteer will first offer to put the client in touch with a member of the Management Committee.

If she/he is unable to help, then the client will be asked to make a formal complaint in writing to Crosspoint (include address) or in an email (include email address).

Where someone wishes to complain but might have difficulty in putting the complaint in writing, Crosspoint will offer help in a way that is acceptable to the complainant to support them in making their complaint.

Nominated Complaints Officers (being members of the Management Committee) will then deal with the complaint. They will investigate the circumstances and report back to the complainant.

If the complainant remains dissatisfied, he/she may take the complaint to the whole Management Committee (excluding the Complaints Officers) who will review the complaint and any action taken before reporting its findings to the individual. The Management Committee remains the final arbiter in any dispute.

We understand the importance of dealing with complaints swiftly:

- We will respond to all complaints within 24 hours of receiving the complaint.
- If enquiries need to be made we will undertake these speedily and in every case within 2 weeks.
- If action needs to be taken we will do this within 4 weeks.
- Where appropriate we will report back to the complainant about action taken as soon as possible and always within 4 weeks.

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*Chair* Len Clift ☎ 01373 827364

*Treasurer* Hilary Fairfield ☎ 01373 823490

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**Charity number 1149257 Company No. 07433738**



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It is of the utmost importance that, at every stage during this procedure, accurate, confidential records are kept of all conversations that take place and copies are kept of all correspondence.

Making the Complaints procedure known:

- All volunteers will be given a copy of the policy when they join Crosspoint.
- We will ensure that all volunteers are trained and able to give information about the Complaints Procedure if asked.

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