



A voice for women's mental health

Complaints Procedure

You should make a complaint if you are not happy about something or if you think Wish has done something wrong.

Everyone has the right to complain.

Wish welcomes your complaints and suggestions because they help us to improve our service.

If you want someone to help you complain, we can advise you how to find someone from outside Wish.

Making a complaint should be:

- Private
- Easy

Only the people who need to will know about your complaint.

Wish will take your complaint seriously

and...

Wish will be fair.

How to make a complaint

TELL US!

If you can, tell the worker you have most contact with, they will write down your complaint and ask you to check and agree that they have recorded it correctly.

If the complaint is about them or you don't feel you can discuss it with them, tell the Regional Director.

You can tell us in person when we visit or you can telephone, or write, or send a tape.

Our address and telephone number is on the [contact](#) section of this website.

What we will need to know

When you make your complaint you will need to tell us what your problem is:

- a) Is it to do with Wish as an organisation? If so, please tell us what happened.
- b) Is it to do with a particular person? If so, please tell us who they are and what they did.
- c) Or is it both?

Please tell us the whole story.

If you know what action you want us to take, please tell us.

For example, do you want someone to say "Sorry" or do you want something to change?

We can support you to write down your complaint, or to record it on a tape.

What happens to your complaint?

Stage 1

Your complaint will go to the Regional Director. She will arrange a meeting with you and either:

- The member of staff concerned (in the case of a complaint about a member of staff).
- Your key worker (in the case of a complaint about Wish in general).

If you feel the complaint is so serious you cannot meet the member of staff concerned, please tell us.

If you want to bring along someone to support you that is fine.

The aim of the meeting would be to jointly sort out the problem and agree a solution.

The Regional Director will take notes in the meeting and after the meeting will write up what was agreed. You will get a copy of this within 5 working days.

If you are happy with the outcome of the meeting that is the end of the complaint.

If the meeting cannot come to an agreement or if you are not happy with the outcome (you must let us know this within 2 weeks) the complaint will go to stage 2.

Stage 2

Your original complaint and the minutes of the meeting will be passed to Wish's Director. She may ask to speak to you, or to the staff involved. She will make a decision about the complaint and will give you the result in writing within 2 weeks.

If you think what the Director has decided is OK, then that is the end of the complaint.

If you don't think it is OK then let us know. Again, you'll need to do this within 2 weeks.

Your complaint will then go to stage 3.

Stage 3

Your complaint will be talked about at the next meeting of Wish's Board of Directors and the Directors will make a decision about what should happen.

You will be told when this meeting is.

The Chair of the Board of Directors will contact you within 2 working days of the meeting to let you know the outcome.

This is Wish's final decision about your complaint.

