



WISE UP Workshops aims to offer the best possible service to the organisations and individuals who make use of our facilities or join in our activities.

We recognise that, at times, we may fail to do so. If you feel this is the case, please do not hesitate to contact us.

Initially, the complaint should be made directly to the person concerned, as soon as possible (If this is not appropriate then the complaint should be made directly to a member of the senior management team- see list below). It is hoped that most complaints can be resolved in this way.

If, however, the complaint remains unresolved, please email an appropriate member of our senior management team at the addresses below. The following procedure will then operate:

1. The complaint will be acknowledged by email (normally within 14 days of receipt)
2. The addressee will investigate the circumstances, which have led to the complaint.
3. The result of the investigation will be by email within 21 days (a holding letter will be sent if this is not possible, giving a revised timescale).
4. If the complainant is dissatisfied with the results of the investigation, they have the right to present their complaint to the Board members of the CIC.
5. Where appropriate, WISE UP Workshops CIC shall give a written apology.

WISE UP Workshops CIC will keep a record of all verbal and written complaints and the Board of members will be kept informed of the number, nature and resolution of the complaints on a regular basis.



WISE UP  
WORKSHOPS  
CIC Complaints Procedure

## WISE UP Workshops CIC Senior Management Team:

Ann Angus, Company Director

[Hello@wiseupworkshops.com](mailto:Hello@wiseupworkshops.com)

Phil Tarbun

Financial Director

[phil@blend.accountants](mailto:phil@blend.accountants)

Elsbeth Roberts, Director

[wiseupworkshops@Hotmail.com](mailto:wiseupworkshops@Hotmail.com)

Joanne Gibson, Development Business Manager

[jog67@icloud.com](mailto:jog67@icloud.com)

### Chair of the board;

Elsbeth Roberts	Director
Joanne Gibson	Director
Ann Angus	Director
Phil Tarbun	Director
Helen Bullen	Secretary

Last Reviewed Aug 2020.

Signed: *J.GIBSON* (Director) 1<sup>st</sup> of August 2020