



## COMPLAINTS PROCEDURE

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 7 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 the Board of Trustees.
5. Where appropriate, WISE UP Workshops shall give a written apology.

WISE UP Workshops 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 Senior Management Team:

Elsbeth Roberts, Director & Workshop Leader  
[elsbeth@wiseupworkshops.com](mailto:elsbeth@wiseupworkshops.com)

Jo Gibson, Development Business Manager  
[jog67@icloud.com](mailto:jog67@icloud.com)

### Chair of the board;

|                 |           |
|-----------------|-----------|
| Elsbeth Roberts | Director  |
| Jo Gibson       | Director  |
| Ann Angus       | Director  |
| Helen Bullen    | Secretary |

Created September 2016,  
Last Reviewed August 2020

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