

## COMPLAINTS PROCEDURE

Bolton IAS are committed to ensuring that the support we provide services users is fair, professional and in keeping with our national minimum standards. These can be found on our website, or upon request.

Where service users feel we fall short of this conduct, we welcome this to be brought to our attention, so that we can endeavour to put things right.

In the first instance, all issues should be raised directly with your case worker, verbally, or in writing. It may be your complaint can be addressed at this level without the need for formal action.

In the event this is not successful, or, the complaint is such that it must be raised at managerial level, it should be made to the Head of Service, Cheryl Wyatt. Cheryl can be contacted by email, on Cheryl- ppsbolton@outlook.com. If you are making a formal complaint, rather than raising a concern, you should ensure you make this clear in your email.

A formal complaint will be recorded as such, and you will be notified within 5 working days that we have received your complaint. You may be offered an opportunity to come and meet with the Head of Service to discuss your complaint fully. You will be asked what you perceive to be a positive outcome of your complaint (what we can do to make things right for you), and, following an investigation, you will be informed of the outcome of your complaint and any action needed to be taken by the service, within 14 days from the date your complaint was acknowledged..

If you are unhappy with the response and wish to escalate further, or, your complaint concerns the Head of Service, you can contact our Advisory Board. You should write to our board, either by post or email, marking it as a formal complaint, and for the attention of Ms Gill Murphy. The procedure followed will be the same as making a complaint to the Head of Service, as above, but with the board acting instead of management.

If you wish to make a complaint about how the Board have managed your complaint, you can complain to our commissioners at Bolton Council. We are not able to respond to complaints that have not followed the formal complaints procedure as outlined here.

Should you wish to send us a complaint/ comment anonymously, please use the feedback mechanisms on our website/ emails. We will be unable to respond to you directly, if you choose to contact us anonymously however.