

## AutAngel Complaints Procedure

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Signed	Caroline Hearst, David Mery, Laura Williams

If you have a complaint about AutAngel we want to hear about it and we will do our best to put it right.

We have the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner;
- To use complaints constructively in the planning and improvement of services.

### Who can complain?

Anyone who is:

- Receiving a service from AutAngel;
- Caring for someone who has a complaint;
- Anyone who is working in partnership with AutAngel.

### How to complain

Many complaints can be resolved informally. In the first instance, speak to the person concerned if you feel able to.

If you are complaining in person you are welcome to have someone else with you to support you.

If the matter is not resolved or you do not wish an informal solution, you may pursue a formal complaint in which case, write down your complaint to any director or to [info@autangel.org.uk](mailto:info@autangel.org.uk).

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## **What Happens Next?**

You will receive acknowledgement of your complaint within five working days. You may be contacted to make sure that we have understood your complaint properly.

You may be interviewed by the person investigating the complaint and you are welcome to have someone else with you to support you during the interview.

We will aim to resolve the complaint within 28 days and if this proves impossible we will send you an update within 28 working days of its receipt.

In all cases, your complaint will be given full and fair consideration.