

AutAngel Complaints Policy

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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;
- 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 complain 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 and give it to us by one of the following means:

- By hand to any director
- Email it to info@autangel.org.uk
- Post it to AutAngel, 12a Southview Park, Marsack Street, Caversham, Reading, Berkshire, RG4 5AF

What Happens Next?

You will receive acknowledgement of your complaint within one week.

You may be contacted to make sure that we have understood your complaint properly.

We may need to speak with you in person in order to make sure we fully understand your complaint and have all the information we need to investigate it. You are welcome to have someone else with you to support you during the meeting.

We will aim to resolve the complaint within 28 days. If this proves impossible we will send you an update within 28 working days of receiving your complaint.

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