

## If you are still not happy

If you are not satisfied with the way your concerns were investigated you can ask for a review. You must do this within 28 days of receiving our letter. Please write to:

The Designated Complaints Officer  
Welcare  
19 Frederick Crescent  
London SW9 6XN  
Tel: 020 7820 7910  
E-mail: [info@welcare.org](mailto:info@welcare.org)

The Complaints Officer will arrange for two members of the Welcare Board of Trustees to review the process of how your complaint was handled.

## Thank you for your feedback

We value your feedback and our mission is to serve children and families. We are dedicated to treating all our clients as individuals and giving them the best possible service.

**Central Office**  
Southwark Diocesan Welcare  
19 Frederick Crescent  
London  
SW9 6XN

**Tel: 020 7820 7910**

### Welcare's Centres

East Surrey  
Bromley  
Greenwich  
Richmond  
Wandsworth

**welcare**  
*strengthening families since 1894*

**Charity number 1107859**

Appendix 1: Complaints Leaflet  
*(revised June2014)*

# Welcare's Complaints Leaflet

This leaflet tells you

what you can do

if you have concerns

about the Service

you have received

**welcare**  
*strengthening families since 1894*

Welcare is committed to supporting children and families.

If you believe that we have not delivered the service you expected we want to hear from you so that we can try to put things right.

We take all complaints seriously and following the steps below with help us to understand your concerns and give you a fair response.

### **In the first instance**

**Talk to your worker or volunteer at Welcare. If your concern is about your worker ask to speak with their manager or the Director of Services. Your concerns will be listened to and hopefully resolved at this stage.**

## **Making a formal complaint**



In the unlikely event that your concerns have not been resolved by speaking with the Welcare manager or Director or Services you can register a formal complaint. To do so please write giving details of your concern to:  
The Designated Complaints Officer  
Welcare  
19 Frederick Crescent  
London  
SW9 6XN.

Your letter will be acknowledged within 10 days and you will be told the arrangements for investigating your concerns.

Welcare will normally be able to investigate your concerns within 28 days, but if it takes longer we will write and let you know.

## **Our Promise to You**

We will:

- Acknowledge all complaints promptly
- Investigate thoroughly and quickly
- Keep you informed of progress
- Do everything we can to resolve the complaint
- Use the information from your complaint to change the way we do things in future

