

## 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 response. 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 Welcare's Board of Trustees to review how your complaint was handled.

## Thank you for your feedback

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. **We value your feedback.**

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

**Tel: 020 7820 7910**

### Welcare Centres

East Surrey  
Bromley  
Greenwich  
South west London  
Inner London

**welcare**  
*strengthening families since 1894*

**Charity number 1107859**

*(revised August 2017)*

# 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 will 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. We will listen to your concerns and aim to resolve them at this stage.**

## **Making a formal complaint**



In the unlikely event that your concerns have not been resolved by speaking with the service manager you can register a formal complaint. To do so please write 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. If we think it will take longer we will write to 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

