



COMPLAINTS POLICY

1. Introduction

At We're Here for You (the "Company"), we are committed to delivering high standards of service. We recognise, however, that from time to time, issues may arise that result in dissatisfaction. This complaints policy outlines our approach to handling complaints fairly, efficiently, and in compliance with UK law. The Company encourages open communication and aims to resolve all complaints in a timely and professional manner.

2. Purpose

The purpose of this policy is to:

- Provide a transparent and accessible process for raising complaints.
- Ensure complaints are handled fairly, consistently, and promptly.
- Comply with relevant UK laws, including the Consumer Rights Act 2015, and where applicable, sector-specific regulations.

3. Scope

This policy applies to all complaints received from customers, clients, contractors, and other stakeholders. It covers complaints related to:

- The quality of services provided by the Company.
- Breach of legal obligations or rights under UK law (e.g., Consumer Rights Act, Employment Law, Data Protection Law).
- Unacceptable behaviour by Company employees or representatives.
- Any other issue where the complainant feels the Company has not met its obligations.

4. Legal Framework

The Company adheres to the following UK legislation, where relevant to complaints handling:

- Consumer Rights Act 2015: Ensures that services are provided with reasonable care and skill, and goods are of satisfactory quality.
- General Data Protection Regulation (GDPR) and Data Protection Act 2018: Protects the confidentiality and rights of individuals' personal data when handling complaints.
- Equality Act 2010: Ensures that complaints are handled without discrimination based on race, gender, disability, age, religion, or other protected characteristics.
- Alternative Dispute Resolution for Consumer Disputes (Amendment) Regulations 2015: Ensures access to alternative dispute resolution methods for unresolved consumer complaints.

5. Complaints Procedure

Step 1: How to Make a Complaint

If you wish to make a complaint, you can do so by:



- Phone: Call our Customer Services team at (+44) 7399 654559
- Email: Send your complaint to info@werehearforyou.org.uk

We encourage complainants to provide as much information as possible, including:

- Details of the issue.
- Date(s) the issue occurred.
- Names of any individuals involved (if applicable).
- Any steps already taken to resolve the issue.
- Preferred method of contact and resolution.

Step 2: Acknowledgement of Complaint

Once a complaint is received, the Company will acknowledge it in writing (via email or post) within 3 working days. This acknowledgement will include:

- A reference number for the complaint.
- The name of the person handling the complaint.
- An estimated timeframe for resolving the issue (typically within 10 to 14 working days).

Step 3: Investigation

The complaint will be thoroughly investigated by an appropriate person within the Company. This may involve:

- Reviewing relevant documents, policies, and communications.
- Speaking with any employees or representatives involved.
- If necessary, contacting the complainant for additional information or clarification.

We aim to complete the investigation within 10 working days of receiving the complaint. If additional time is required, the complainant will be informed and provided with an updated timeline.

Step 4: Resolution

Once the investigation is complete, the Company will provide a written response to the complainant, detailing:

- The findings of the investigation.
- Any steps the Company will take to resolve the issue.
- Any further action the complainant can take if they are not satisfied with the outcome.

Possible resolutions may include an apology, corrective action, compensation (where applicable), or other appropriate remedies.

Step 5: Escalation

If the complainant is not satisfied with the outcome of the complaint, they can escalate the matter by:



- Requesting a review by a senior manager.
- If the issue remains unresolved, seeking external resolution through an Alternative Dispute Resolution (ADR) provider or an Ombudsman, depending on the nature of the complaint.

For consumer complaints, the Company will inform complainants of their right to use an ADR provider and provide details of any relevant schemes we participate in.

6. Confidentiality and Data Protection

The Company respects the confidentiality of all parties involved in a complaint. Personal data provided during the complaints process will be handled in accordance with the Data Protection Act 2018 and GDPR. The Company will only use this information to investigate and resolve the complaint unless the complainant provides consent for other uses.

7. Recording and Monitoring

The Company will maintain a record of all complaints, including the nature of the complaint, the outcome, and any corrective actions taken. These records will be reviewed periodically to identify trends or areas for improvement. Complaints data will be handled in line with UK data protection laws.

8. Training and Awareness

The Company is committed to ensuring that all employees understand the complaints process and their responsibilities. Regular training will be provided to customer-facing staff, managers, and those handling complaints to ensure they follow this policy and treat complaints with the seriousness and respect they deserve.

9. Unreasonable Complaints

The Company reserves the right to refuse to deal with complaints that are vexatious, malicious, or abusive. In such cases, the complainant will be informed of the decision in writing, and the reasons for this will be explained.

10. Review

This policy will be reviewed annually to ensure it remains compliant with UK law and continues to reflect best practices in complaints handling. Any updates or changes will be communicated to employees and made available to customers.

Note: This policy complies with the relevant UK laws, including the Consumer Rights Act 2015 and other applicable legislation. For more information or assistance with the complaints process, complainants can contact our Customer Services team or refer to the UK Government's guidance on consumer rights and complaints.