

# Customer care and complaints procedures



More Than Words Advocacy Community Interest Company (hereby known as 'MTW') values feedback from its staff, volunteers, students and business partners. We use feedback to help to improve and develop our services and projects and to ensure they continue to meet people's needs and expectations.

- **Comments**  
We want to know if we could do things differently or better, or how we might improve our services and projects.
- **Compliments**  
We want to know when we have exceeded people's expectations.
- **Complaints**  
We want to know when people are not satisfied with the service they have received, or are not happy with a member of staff, a volunteer or one of our associates.

## Procedures

1. Comments, compliments and complaints about MTW services and projects can be made:
  - **In person**  
Speak to the Operations, Compliance and Quality Manager (Shelley) or a member of the senior management team (Sue, Karen, Melissa, Stacey), or ask someone to tell us on your behalf (eg. parent, carer, PA, advocate).
  - **By phone**  
Ring 01942 735426 and ask to speak with the Operations, Compliance and Quality Manager in the first instance, or a member of the management team. Or, if you prefer, you can speak with the managing director on 07985 412234. You can also ask someone else to do this on your behalf.
  - **In writing**  
Address it to: Shelley Marshall, Operations, Compliance and Quality Manager, More Than Words Advocacy CIC, Unit 2 The Edge, Pottery Terrace, Wigan, WN3 5DN.
  - **By email**  
Send it to: [shelleymarshall.mtw@gmail.com](mailto:shelleymarshall.mtw@gmail.com)
  - **Suggestion box**  
Fill in an accessible form and post it in the suggestion box. You can remain anonymous if you wish, but if you choose to do so we will not be able to discuss with you any concerns that you may have.

2. We will acknowledge all complaints verbally or in writing (by email or letter) within **five** working days, or sooner if possible. We will normally discuss your complaint informally with you in the first instance and try to agree the best way of dealing with it and within what timescale. All comments and compliments will be recorded in our scrapbook.
  
3. If we can't resolve your complaint with you informally, we will conduct an investigation and arrange a meeting with you to talk about why things have gone wrong and how we intend to put things right. When we get things wrong, we will apologise. Complaints will not be closed until agreement has been reached and you are satisfied with the response.

We will record all complaints on our computer system and these will be kept for a minimum of three years from the date of the last correspondence.

4. If you are not happy with the way we have dealt with a complaint, you can contact Wigan Council's Quality Assurance Team via their webpage at:

**[www.wigan.gov.uk/Resident/Health-Social-Care/Adults/raising-concerns/quality-assurance.aspx](http://www.wigan.gov.uk/Resident/Health-Social-Care/Adults/raising-concerns/quality-assurance.aspx)**