

**Complaints Procedure**

SWAN endeavours to provide a high quality service in all that we do. Every day SWAN makes decisions in carrying out the delivery of our services, hopefully, most of the time we get it right but sometimes we may not do so well. If this happens then please let us know so that we can try to put things right.

SWAN takes seriously all complaints made. SWAN does value your comments and complaints as we believe they can help us to review and improve our services. SWAN will do all it can to try and resolve the problem and to inform you of what we have done in response to your complaint within the given timeframes. However, on rare occasions it may not be possible to give you a full reply within the time given, for example, if your complaint requires a more detailed investigation. If this is required then we will give you an interim response telling you what is being done to deal with your complaint, when you can expect the full reply and from whom.

If your complaint is about the Chief Executive then please address your letter to the Chair of the Board of Trustees.

If your complaint relates to the counselling service and the counsellor is a member of The British Association for Counselling and Psychotherapy (BACP), you can use the British Association of Counsellors and Psychotherapists (BACP) Complaints Procedure in addition.

**Raising a Complaint**

**In the first instance:**

Please make your complaint to the person or team who provided the service as we do like to try and resolve your complaint as quickly and amicably directly. In making your complaint please give as much detail as possible as this will help SWAN to investigate the complaint fully.

If you are unhappy with this response then please follow the courses of action open to you, details of which are set out below:

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Email or write to the Counselling and Wellbeing Manager.Your complaint will be acknowledged within 3 working days.

A Complaint Investigation will be carried out by the Counselling Manager

You will receive a reply within 15 working days from receipt of your complaint.

If the response resolves your complaint and
we don’t hear from you, SWAN will close the complaint after a further 20 working days.

**STAGE 1**

**However, should you still be unhappy with the response please contact SWAN under Stage 2.**

Write to the Chief Executive within 20 working days of receiving the Stage 1 reply, explaining why you are unhappy with the response.

A further investigation will be done by the Chief Executive who will respond back in writing to you within 15 working days from SWAN receiving your Stage 2 complaint letter.

If the Stage 2 response has resolved your complaint and
we don’t hear further from you, SWAN will close the complaint after a further 20 working days.

**However, should you still be unhappy with the response please contact SWAN under Stage 3.**

**STAGE 2**

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**Please write to Swan’s Chair of Trustees within 20 working days of receiving the Stage 2 reply. Please explain why you are still unhappy about the responses to your complaint. Please give as much details as possible**.

**STAGE 3**

**The SWAN complaints subcommittee is made up of at least two Trustees. They will carry out a review of all the information from the previous investigations and agree an outcome.**

**A decision will be made within 20 working days of receipt of your Stage 3 letter**.

**The decision of the Complaints Sub Committee will be final. If your complaint relates to the counselling service and the counsellor is a member of The British Association for Counselling and Psychotherapy (BACP), you can use the British Association of Counsellors and Psychotherapists (BACP) Complaints Procedure. addition.**

Please address all correspondence to SWAN Womens Centre, Former Litherland Library, Linacre Road, Litherland, Liverpool L21 6NR or

Email:

Galina Jordanova - Bhebe, Counselling and Wellbeing Manager

cwm@swanwomenscentre.org

Karen Christie, Chief Executive

ceo@swanwomenscentre.org

Trish Hardy - Chair of Trustees

 trishhardy21@gmail.com

Complaints procedure updated 2023 to be reviewed in 2025