



Supporting women to aspire for better

ASPIRING FUTURES C.I.C

ASPIRING FUTURES CIC

CLIENT COMPLAINTS PROCEDURE

Our commitment to you

At Aspiring Futures each individual who uses our services is important to us, and we believe you have the right to a fair, swift and courteous service at all times.

When we are in receipt of your complaint we will deal with it promptly, effectively and in a positive manner.

The procedure

Our aim is to satisfactorily resolve any complaints by following the procedures set out below. In this way, the level of 'client care' is improved and issues of 'poor service' may be resolved without the need for matters to be taken further.

The purpose of this process is to focus on the issues that gave rise to the complaint. And that Aspiring Futures will, at all times, be professional and courteous in their dealings with clients and others.

1) We will acknowledge your complaint within 5 working days of receipt of your complaint regardless of the nature of complaint. This will be in the first instance to the Service Coordinator – Mamta Saini

2) We will investigate your complaint and endeavour to send a final response to you within 4 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time we will send you an update.

3) We will endeavour to send a final response to you within 8 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.



The process will:

- Be fair and transparent to all parties: complainant, staff and volunteers
- Aim to resolve any complaint in a timely and effective way
- Aim to improve services in the future
- Be clear and easy to understand and access particularly taking into account those who may not be able to access traditional contact methods or who may have communication issues

We undertake to look into any complaint carefully and promptly and do all we can to explain the position to the service user. If we do not answer their complaint to their satisfaction, they may take up the matter with Aspiring Futures Board. This should be done promptly and in any event no later than 6 months.

Full details of our Complaints Policy can be obtained from our main office

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