

## WPF Therapy Complaints Policy at a glance

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WPF Therapy strives to provide a high-quality service always and we hope that you will find no cause for complaint. However, we understand that things don't always go to plan and under those circumstances we have a complaints process which is available to you.

### STAGE 1: Raise an issue or concern informally

- Concerns are best dealt with at an early and informal stage by speaking with a member of staff or Manager.
- If you are unsure which manager to contact, please contact the PA to CEO in the first instance ([patoceo@wpcf.org.uk](mailto:patoceo@wpcf.org.uk)).
- You should aim to raise any concerns or issues within three weeks of the event.
- We aim to resolve any concerns within three weeks.



### STAGE 2: Formal Complaint

- If you are still unhappy you can make a formal complaint by using the Complaints Form ([click here](#) or via email to [complaints@wpcf.org.uk](mailto:complaints@wpcf.org.uk)) within three weeks from the date of the outcome of the Stage 1.
- Your complaint will be acknowledged within two weeks and an investigation by a suitable Manager or member of the Executive team will take place.
- We aim to respond to you within six weeks of acknowledging your complaint.



### STAGE 3: Appeal to CEO

- If you are not satisfied by the outcome of a Stage 2 Formal Complaint you have the right to request an appeal against the decision by setting out your grounds for appeal in writing to WPF Therapy's Chief Executive Officer who will decide if your appeal is eligible for consideration.
- Your appeal must be submitted within three weeks of receipt of the outcome of Stage 2.
- A decision will be made within four weeks on whether your complaint is eligible for review.
- If a review is undertaken, we will aim to complete this within six weeks of accepting the appeal.