



**Carer Support  
Wiltshire**

## **Contact**

Freephone 0800 181 4118

Tel: 01380 871690

Email: [admin@carersupportwiltshire.co.uk](mailto:admin@carersupportwiltshire.co.uk)

[www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk)

Carer Support Wiltshire  
Independent Living Centre  
St. Georges Road,  
Semington,  
Trowbridge  
BA14 6JQ

And at  
15 New Street,  
Salisbury,  
SP1 2PH.



# **Complaints leaflet**



## Carer Support Wiltshire aims to provide the best possible service to carers in Wiltshire.

We view all feedback including complaints as an opportunity to learn and improve for the future.

Written complaints may be sent or submitted to the chief executive at Carer Support Wiltshire or by e-mail at [admin@carersupportwiltshire.co.uk](mailto:admin@carersupportwiltshire.co.uk) marked for the attention of the chief executive. Verbal complaints may be made by phone or in person to any of our staff at our offices or at any of our events or activities.

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## Our complaints procedure

- We aim to acknowledge all complaints within a week. This acknowledgement will say who is dealing with the complaint and when you can expect a reply. Ideally a reply should be received within four weeks.
- Whatever the outcome of the investigation, we will outline any action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result.
- If you feel that the problem has not been satisfactorily reviewed your complaint will be passed to a member of the Board of Trustees. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.
- You can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at: [www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx)

**If you would like to make a complaint please complete this form and return it to the address on the back.**

Name .....

Address .....

Telephone number.....

Email .....

Subject .....

Please provide details of complaint .....

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Date .....

What would you like to see happen as a result of this complaint?.....

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**Please note:** If you submit this complaint anonymously we will investigate it but will be unable to respond to you.