



**Headway North Cumbria**

[www.headwaynorthcumbria.org.uk](http://www.headwaynorthcumbria.org.uk)

the brain injury association

## **HEADWAY NORTH CUMBRIA COMMENTS, COMPLIMENTS AND COMPLAINTS PROCEDURE**

### **INTRODUCTION**

1. Headway North Cumbria aims to provide services and support to meet the needs and expectations of Headway members, their family and carers in a professional and respectful manner.
2. To make sure that we are doing our job well, we would like to hear from you about these services. We would value your feedback and suggestions about Headway North Cumbria. It is through your experience and the feedback you provide to us that we can address any issues that may have given you cause for dissatisfaction.

### **AIM OF THE PROCEDURE**

3. At Headway North Cumbria we want to ensure that we:
  - a. make commenting on our service is as easy as possible.
  - b. treat your comments seriously and in confidence.
  - c. respond to your complaint promptly and professionally.
  - d. issue a clear written response to every formal complaint.
  - e. offer information, explanations or an apology as appropriate.
  - f. learn from comments or complaints and use feedback to improve our services.

### **COMMENTS, COMPLIMENTS AND COMPLAINTS PROCEDURE**

4. Anyone who has a concern or complaint relating to a Headway North Cumbria service should make this known to the lead volunteer and/or a committee member.



This can be face to face, on the telephone or by completing a 'Comments, Compliments and Complaints Form'.

5. Headway North Cumbria committee and volunteers will try to resolve your concerns straight away, however, if you are not satisfied with this or further investigation is required, matters will be forwarded to the Regional Network manager and/or Headway UK.

6. We also welcome comments relating to aspects of our service that you think we do particularly well. Please complete a 'Comment, Compliments and Complaints Form' and hand this to a volunteer or committee member. We may ask for your permission to publish your positive comments in our literature or on our website.