



COMPLAINTS POLICY

Charity No 1183575

For Clients & Micro providers

Our Complaints procedure tells you what you need to do to raise a complaint. Please send your complaint to: David@wiveycares.net and Chris@wiveycares.net

Comments or complaints received will be read by the Co-ordinator and/or Chairperson. We will attempt to respond to you within no more than ten days from receipt of the complaint.

- They will consider your complaint impartially, ie taking care to not use Co-ordinator or Chairperson who maybe know/are connected to the subject of your complaint; anyone who knows them well or anyone who knows you or your family. If impartiality or confidentiality is difficult and/or the issue is challenging the network may choose to involve people from a neighbouring Micro provider network and/or an independent body or another member of the Trustees.
- Network leads will meet to read and assess your complaint – requesting additional information from you as required.
- Your complaint will be assessed against the Code of Conduct and the network principles, using a fair and consistent process.
- You will be informed in writing about the process that has taken place and the outcome by the network lead.
- Providers/Client against whom a complaint has been made will be informed in writing about the process that has taken place and the outcome by the network leads taking care to protect your confidentiality.

If the complaint is raised by a Client against a Micro provider and is deemed to be a minor one, the network may decide to support the Micro provider to help them enhance their knowledge and/or improve their practice. Micro providers who seriously breach the Code of Conduct or Network Principles will lose their network membership.

Ending a Micro provider's network membership

The network may decide to end the membership of a network member. This may be because:

- A complaint has been made by someone using the services of a member. This has been assessed and a decision taken that the provider has breached network principles or the code of conduct in a way that is incompatible with continued network membership.
- Network members have concerns that the provider has breached network principles or the code of conduct in a way that is incompatible with continued network membership.

Wivey Cares Micro Provider Network will always ensure that a fair and consistent process for assessing concerns takes place. This will involve external advisers if impartiality or confidentiality cannot be assured. Members and/or their conduct will be assessed against the network principles and code of conduct. People losing their network membership will be informed in writing by the network lead and given clear information about the process that has been followed, the evidence they have breached network principles and/or code of conduct.

If you do not want to get in touch with Wivey Cares, you should contact Rhys Davies at RPDavies@somerset.gov.uk whose role it is to support the development of local micro-provider networks in Somerset.