



NAWO Complaints Procedure

NAWO aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

If you are unhappy about NAWO's service please speak to a member of the NAWO Management Committee or the designated Protection and Safeguarding Trustee.

If you are unhappy with an individual in the organization sometimes it is best to approach that person directly. If you feel this is difficult or inappropriate then contact one of the NAWO Trustees. Please see the NAWO official website.

Often we will be able to give you a response straight away. When the matter is more complicated we can at least give you an initial response within 5 working days.

Making a written complaint:

If you are not satisfied with our response or wish to raise the matter more formally **please email** the NAWO Designated Protection and Safeguarding Trustee. Please see the NAWO official website.

All written complaints will be logged. You will receive a written acknowledgement within 3 working days.

The aim is to investigate your complaint properly and give you a reply within 10 working days, setting out how the problem will be dealt with. If this is not possible an interim response will be made informing you of the action taken to date or being considered.

When making a written complaint please ensure you give your full details, factual details of the complaint including dates/times where possible, and any other information you believe to be helpful or important.

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