

## Complaints Policy

### Introduction

Play Wales aims to provide quality services to all its users; however, if you are unhappy about the way in which you have been treated or the quality of our service, we would encourage you to tell us. Feedback about what we do is important to us and we try to use it where possible, to improve our service.

### What is a complaint?

Play Wales views a complaint as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation or its staff that has affected you as an individual or as a member of a group of people receiving a service from the organisation.

This policy covers complaints about the organisation not complaints to the organisation which cover issues such as requests for service. If as a member of the public or an organisation you complain that there is no appropriate service in your area, that is a request for service from Play Wales. The matter would only become a complaint if we were running the service or had promised to do so and failed to provide it.

### How do I make my complaint?

A complaint needs to be submitted in writing by letter or email with the following information:

- Complainants name
- Preferred contact information including email or postal address
- Details of the complaint along with evidence to support the complaint
- The complainant's suggested or preferred resolution which they consider practical and achievable.

Should you wish to make a complaint about the way a service has been provided or the treatment you have received, please direct the complaint in the first instance to the relevant member of staff. If you are unsure about whom you need to contact, the complaint should be addressed to the Director.

If you are unhappy about the way your complaint has been dealt with or about the action taken, then please direct your concerns in writing to the Chair of Play Wales Board of Trustees directly. The Chair will examine your case and as soon as their enquiry is complete will inform you of the findings.

## **How long will it take for my complaint to be resolved?**

### **Procedure**

We will endeavour to respond to or rectify your complaint immediately, but if this is not possible, we will respond by your preferred contact method within 15 working days. If another person has made the complaint on your behalf, we will also respond to them within 15 working days. If, for any reason, this is not possible, eg where the complaint is a complex one, we will inform you that there will be a delay, the reason for the delay and of the revised timescale in which we envisage dealing with your complaint.

If you have expressed dissatisfaction to the Director about the way in which your complaint was dealt with or the outcome, they will also aim to respond within 15 working days. Where this is not possible, they will inform you that there will be delay, the reason for the delay and when they estimate they will be able to respond to you.

In all cases, any complaint will always be responded to with a written explanation of the outcome of the complaint.

### **What outcome can I expect?**

Where a complaint is investigated and been found to be justified, the Director will provide an apology on behalf of Play Wales, and if your complaint related to a request for service that should have been provided and was not provided, the staff concerned will ensure the service is provided.

If you have complained directly to the Play Wales Director and your complaint, following investigation, is found to be justified, then they will apologise on behalf of Play Wales; if your complaint related to a request for service that should have been provided and was not provided, the Director will ensure the service is provided.

Where a complaint relates directly to the policy of Play Wales, no member of staff of the organisation has the power to change that policy, but they will report your grievance to the Board of Trustees of Play Wales who may consider reviewing the policy.

### **What if I am still dissatisfied?**

If, after pursuing your complaint through these channels, you are still not satisfied, you may wish to take your complaint to an outside agency. Play Wales's services are funded from a number of sources; if your complaint relates to a particular service you are entitled to be told the source of funding and the name and address of an appropriate contact to pursue your complaint further.

### **Policy version**

This policy was reviewed in November 2022.