



COMPLAINTS POLICY

Nottinghamshire Sexual Violence Support Services (Notts SVSS) is committed to providing high quality support for all service users. One of the ways we do this is by listening to those who are in contact with our service.

Ways to give us Feedback

Sometimes you might want to give us feedback that is not a complaint. Whether you want to tell us something good or something bad or have an idea how things could be done differently, we would really like to hear from you. You can do this anonymously if you choose. Anything you share will not negatively affect the support you receive from us or your place on a waiting list.

The main ways people usually give feedback is by:

- Speaking to your worker if you are currently getting support from us.
- Using the feedback form on our website: <http://notts.org.uk/feedback-questions/>
- Calling our advice team: 0115 9470064

Notts SVSS will use feedback to understand where we are getting things right and to make changes where things could be done better.

We believe:

- Feedback helps us to resolve problems quickly.
- Feedback can help us to improve services.
- That people can see how their feedback has made a change to the service we 'you said' – we did' page on our website.

What is a Complaint?

Notts SVSS defines a complaint as "any expression of dissatisfaction (with Notts SVSS, a member of its staff or volunteers, or a Trustee of Notts SVSS) that relates to Notts SVSS and that requires a response or a response has been requested".

We aim to make our complaints process as easy as possible, but we understand that sometimes making a complaint can be hard. Our complaints process helps us to ensure that all complaints are handled fairly and consistently.

We believe:

- Making a complaint should be as easy as possible. We can support you with making a complaint if this would be helpful to you.
- Making a complaint will not negatively affect the support you receive from us or your place on a waiting list.
- Complaints should be dealt with quickly, politely, professionally and, where appropriate, confidentially.
- Complaints should be responded to in the right way – for example, with an explanation or an apology where we have got things wrong or information on any action taken where appropriate.
- Complaints help us to improve our service.