

Our customer complaints process



0800 917 9262

www.workinglinks.co.uk

Changing lives
Creating futures



Helping us to help you

- Please give us full details of your complaint when you contact us so we can investigate it for you.
- Let us know how you prefer to be contacted – by phone, email or letter and we will try to get back to you in this way.
- We will use your comments to improve the way we do things, so please let us know what we could have done differently for you.
- We will ensure that your complaint does not adversely affect the way we treat you in future.

Our commitment to you

We aim to provide all our customers with a high level of service and treat you with respect at all times. If you feel we have got something wrong, or you are unhappy with any aspect of our service, we want you to let us know so we can put it right.

You may find it easiest to speak to your consultant, tutor or the person you regularly see at Working Links. You can also call us on our Freephone number 0800 917 9262.

We will usually be able to resolve things for you at this point. However, there may be times when you wish to make a formal complaint. And to help make this as straightforward as possible, this leaflet outlines our commitment to you and what you need to do.

We will:

- take the time to listen to your complaint;
- try to offer an immediate solution or pass your complaint to the relevant manager;
- carry out further investigations and give you a formal written response within 10 working days;
- take preventative action to ensure the problem does not occur again;
- keep you informed at every stage of the investigation and process; and
- use your feedback to improve our service.

Our complaints procedure

If you have a complaint please follow our 3 stage procedure. At every stage of the procedure you have the right to bring someone along to represent you. Your representative has the right to speak and discuss answers with you but cannot answer questions on your behalf.

Stage 1

- Inform us of your complaint by:
 - speaking to your consultant, tutor or their manager in person;
 - contacting us via our website at www.workinglinks.co.uk;
 - calling us on Freephone 0800 917 9262; or
 - writing to us at: FREEPOST RSHG-SGUH-ESKS, Customer Service, Working Links, Sun Alliance House, 16-26 Albert Road, Middlesbrough, TS1 1PR.
- We will try to resolve your complaint quickly for you at this stage.
- We may send you an acknowledgement letter if the complaint needs further investigation.
- We will send you a formal written response within 10 working days.

Stage 2

- If you are not happy with this response, please let us know and we will escalate it to a Regional Operations Manager or Director. You can also ask for their details and contact them direct.
- We will look at your complaint again and let you know what we will do. You will receive a response within 10 working days.

Stage 3

- If you're still not happy with the response you receive, then you may write to our Chief Executive at Working Links, FAO Chief Executive's Office, Fourth floor, Sun Alliance House, 16-26 Albert Road, Middlesbrough, TS1 1PR.

You can also email the Chief Executive at ce@workinglinks.co.uk

- We will respond to you within 15 working days.

If you remain unhappy with our actions after Stage 3, we will tell you how to take your case further. This may include getting in touch with our funders or writing to your MP.

**FREEPOST RSHG-SGUH-ESKS,
Customer Service,
Working Links,
Sun Alliance House,
16-26 Albert Road,
Middlesbrough,
TS1 1PR**