



# Complaints Procedure

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## Introduction

Wave Muswell Hill CIO's complaints procedure is designed to make sure that if anything goes wrong, complaints are given proper attention, and we behave fully in line with our core principle that we are all valued equally.

If you are unsure whether or not to report a complaint to us, please do so, using the process set out below. We are keen to be aware of and understand any concerns or issues you experience, whether serious or trivial, in order to learn from them and provide the best experience we can for you and others going forward. By reporting a concern, you will be helping us, and you will not be treated less favourably as a result.

## Reporting a complaint

If you have a complaint, you should report it to the Wave Hub Director, Leona Akass Ostra ([leona@wavehub.org.uk](mailto:leona@wavehub.org.uk)). If you would rather report it to someone else, you should contact the Chair of Trustees, Graham Wright ([graham@wavehub.org.uk](mailto:graham@wavehub.org.uk)). If for any reason you do not wish to report your complaint to the Director or Chair, you can instead contact any other Wave Hub Trustee, named at [www.wavehub.org.uk](http://www.wavehub.org.uk).

When reporting a complaint, please provide your name and contact details, a description of your complaint, and suggestion of what you would like to happen.

## Response to a complaint

In the event of any complaint being reported, Wave Muswell Hill CIO will treat the complaint seriously, deal with it properly and promptly, and endeavour to learn from it and take action to improve our subsequent service and behaviour. We will:

- acknowledge receipt of your complaint within five working days and let you know how long it will take to send you a detailed response (usually a further 15 working days); please contact us if you do not hear from us within the five working days
- investigate your complaint carefully and thoroughly
- write to you again with a full reply or progress report within the timescale promised, letting you know what actions have been, or will be, taken.

If you tell us that you are not happy with the answer, we will consider the matter further and may arrange a meeting between everyone concerned to try to find a satisfactory solution. If you remain unhappy with any aspect of how your complaint has been handled, we will try to resolve this through negotiation or mediation with you.

Complaints will be reported to all Trustees at quarterly Trustees meetings.