

Tell us what you think

We are committed to providing the best service we can. We would be pleased to hear what you think. Please let us know what you found helpful or useful about our service. You can pass your comments to us through any worker.

If you are unhappy about any aspect of our service we would also like to know. We highly value hearing how we can do things better

All complaints are taken seriously and you will be treated with respect and consideration. You will not be treated less favourably as a result of making a complaint or comment



What might make you want to complain?

We want to ensure that anyone using our service is satisfied. If we get it wrong, please let us know.

You may feel we have failed to provide adequate information about our services. Please let us know what you expected.

You may feel the service you have received wasn't good enough. Please let us know what could be done better.

You may have experienced a delay in receiving a service. Please let us know so we can ensure our systems are working.

You may feel a staff member has been rude, unhelpful or discriminatory. This is not how we would want you to experience our service. Please let us know what has happened so we can look at putting this right.

How to complain informally

In the first instance, please let your support worker in the refuge or the outreach service know what your concern is. If they will see if they can rectify the issue for you.

If they can't they will pass the problem on to the Manager or a Trustee of the organisation

We promise to listen to what you have to say and if we have got it wrong, we will apologise to you and see what we can do to put things right



Making a formal complaint

You can make a formal complaint at any time. You don't have to complain informally first. You may choose to complain formally because you feel your complaint is serious. You may wish to formally complain as you do not feel satisfied about the outcome of your informal complaint.

Your formal complaint must be written down. If you need support to do this, a PWA worker can help you. Alternatively, you could ask a friend or the Citizen's Advice Bureau to help you.

You can give your complaint to your support worker and they can see if they can solve the issue. If you would prefer, you can send the complaint to either the CEO or the Chair of the Trustees. Mark your envelope "private and confidential" and ask the Business Support to post.

Please include details about the problem and what you would like to happen. Also include information on the best way to contact you.

What will happen next?

Your complaint will be read and we will consider what we can do about it. We will contact you to discuss this. We will respond to you within 7 days. We hope that we will be able to find a solution that you agree with. We will aim to do this as quickly as possible.

If we feel your complaint needs to be investigated we will do this within 28 days. We will keep you updated throughout this process.

We will also record your comments and use your experience to discuss ways of improving our services for others.

Thank you

PETERBOROUGH WOMEN'S AID



SUPPORTING WOMEN AND CHILDREN IN PETERBOROUGH

Charity no: [1180370](#) Peterborough Women's Aid is proud to be part of the Women's Aid Federation of England, working together until all women are free from domestic abuse.