

Warrington Speak Up are committed to delivering and providing quality advocacy services for the benefit of people living within Warrington.

You have the right to complain if you are not satisfied with any aspect of Warrington Speak Up. A comprehensive complaints policy is available located within the policy files. Below is a summary of the procedure.

Stage 1 – Informal

The Advocacy Manager and/or designated trustee will meet with you informally to clarify details of the complaint. They may need to talk to other people to get further information.

This will happen within 14 days



Stage 2 – Formal

If you are not satisfied with the outcome the Advocacy Manager or designated trustee will carry out a full investigation. You will receive a written letter outlining the outcome.

This will happen within 28days.



Stage 3 - Appeal Tribunal

If you remain dissatisfied you have the right to appeal. A panel made up of representatives not previously involved will consider your formal complaint.

Once the panel have met they will write to you within 3 weeks.

You also have the right not to follow this policy and go direct to an external funder or commissioner. Contact details are available via Lynne Bennett (Chair of Board)