**iCan Well-Being Group CIO Complaints Procedure**

At iCan Well-Being Group CIO we strive to provide high-quality services and maintain a positive and friendly environment for all our service users, staff, and stakeholders. However, we recognise that there may be times when things do not go as expected, and we encourage feedback to help us improve.

This procedure outlines how to raise a complaint, how we handle complaints, and what you can expect from us in response.

**Step 1: Deciding Whether to Make a Complaint**

Before making a formal complaint, consider whether the issue is serious enough to warrant a formal process. Some concerns may be resolved informally through discussion with a relevant staff member or service user. However, if the matter is significant, ongoing, or you feel it has not been adequately addressed informally, you may proceed with a formal complaint.

**Step 2: How to Make a Complaint**

If you decide to make a formal complaint, please follow these steps:

1. Provide a Written Description: All complaints should be submitted in writing. Your complaint should include:

- A clear and concise description of the issue.

- The names of any individuals involved (if applicable).

- Relevant dates, times, and locations.

- Any evidence or supporting documentation that may be helpful in understanding the complaint.

2. Desired Outcome: State what you would like to see as an outcome of your complaint. This helps us understand your expectations and work towards a resolution that meets your needs.

3. Submitting the Complaint: Send your written complaint to:

Lisa Bridgewater, Chief Operating Officer.

Email address: [Lisa@icanwellbeing.co.uk](mailto:Lisa@icanwellbeing.co.uk)

Address: Unit 17 and 18 The Maltings, Bridge Street, Carlisle, Cumbria, CA2 5SR

If you need assistance in submitting your complaint, please contact us for support.

**Step 3: Handling Your Complaint**

Once we receive your complaint, we will handle it promptly and professionally according to the following process:

1. Acknowledgement: We will acknowledge receipt of your complaint within 7 working days. This acknowledgement will confirm that your complaint has been received and outline the next steps.

2. Investigation: We will conduct a thorough and impartial investigation into the matters raised in your complaint. This may involve:

- Reviewing the information provided by you.

- Speaking to any individuals involved or who may have relevant information.

- Gathering additional evidence if necessary.

3. Resolution: We aim to provide a full response to your complaint within 28 working days of acknowledgement. Our response will include:

- A summary of our findings.

- Any actions we will take to address the issue.

- An explanation of the reasons behind our decision.

If for any reason we are unable to meet this timeframe, we will keep you informed of the delay and provide an updated response timeframe.

**Step 4: Follow-Up**

If you are not satisfied with the outcome of your complaint, you have the right to request a review of the decision. This should be made in writing within 14 days of receiving our response, outlining the reasons for your dissatisfaction and what you are seeking as a further outcome. A senior staff member or an independent reviewer will then reassess your complaint.

**Step 5: Confidentiality and Respect**

All complaints will be treated with the utmost confidentiality. We will ensure that your complaint is handled respectfully, and we will not tolerate any form of retaliation against individuals making a complaint.

Additional Information

We value your feedback as it helps us to improve our services. If you have any questions about the complaints process, please contact us.

Thank you for helping us maintain the high standards of the iCan Well-Being Group CIO.