



## **Making a complaint to RWPN about its service or its staff or its volunteer committee members**

If you feel that RWPN hasn't met the high standards you should expect from us, you have a right to make a complaint. We take all complaints seriously and will listen to you to find a fair and balanced way to seek to put things right.

You can contact us to make a complaint:

- by telephone - call us on 07395 131735
- by email to [info@rwpn.org.uk](mailto:info@rwpn.org.uk)
- in writing to RWPN, 8 Mount Pleasant, Ilkley, West Yorkshire, LS29 8TW

## **What happens when I've made a complaint?**

In your complaint, please tell us when the incident(s) occurred, who it was you dealt with and some information about the incident(s).

Our administrator will help you with your complaint and address any issues or concerns you may have. If you put your complaint in writing to us (by letter or email), we'll acknowledge it within five working days of receipt.

Sometimes things can be put right very quickly. If your concerns can be resolved sooner and more informally, we'll aim to do so. If not, we'll tell you which member of our management committee will be investigating your complaint. They'll respond to you in writing within 20 working days.

If you remain dissatisfied when you receive the response from the member of our management committee, you can ask for your complaint to be reviewed by another member of the committee. A member of the panel will respond to you within 20 working days.

The decision of the Response and Appeals Panel is final and there is no further right of appeal.

## **How we will put it right**

If things have gone wrong, we will:

- explain what went wrong
- apologise and tell you how we're putting things right
- consider changing our processes or providing further staff or committee training to prevent the same problem in the future

## **How long do I have to make a complaint?**

Normally, we'd expect you to contact us within a month of you finding out you have reason to complain. We may be able to accept your complaint after this deadline in exceptional circumstances.

## **What we can't look into**

There are some things we can't deal with through our service complaints process. Examples are:

- any decisions relating to the conduct of registrants in the course of their professional practice. Such complaints should be addressed through our Concerns and Complaints process. Find out more about about this process [here](#)
- any attempt to have a previous complaint reconsidered

If your concerns can't be dealt with under our service complaint policy, we'll contact you and explain the reason why.