



Wirral Media

Complaints Policy and Procedure

Definition: Wirral Media defines a complaint as 'any expression of dissatisfaction (with either a service that Wirral Media provides or with a member of staff or volunteer) that relates to Wirral Media and that requires a formal or informal response'.

Wirral Media is committed to providing a quality service and working in an open and accountable way that builds trust and respect of all our stakeholders. Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, thoroughly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

Procedure:

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should speak to the Chief Executive Officer (CEO) If, for whatever reason, you feel unable to speak to the CEO you should contact the nominated Board Director who monitors complaints and request a meeting.

Stage 2

If as a result of this discussion (stage 1) you believe that your complaint has not been satisfactorily resolved you should put your complaint in writing to the CEO and again if you feel that for whatever reason you feel unable to deal with the CEO you should submit your complaint to the nominated Board Member as identified above.

You can expect your complaint to be acknowledged within 3-5 working days of receipt and a full response with an explanation within 10-15 working days.

If you are still not satisfied with the response you are entitled to formally write to the Chair of Wirral Media, requesting that he/she reviews the overall complaint and response. The Chair will review the proposed resolution and make a final decision. The response from the Chair is final.