

# Our Complaints Procedure



## I have a complaint what can I do?

While we hope that you will never have a cause to complain, sadly, sometimes things go wrong. Mothers for Mothers view complaints as an opportunity to put things right, to learn, and to make improvements to our services for the future.

Mothers for Mothers therefore encourages you to let us know if you're unhappy with support you have received from our services.

## Our Complaints Procedure

### Stage One - Informal Complaint

To begin with, Mothers for Mothers will endeavor to resolve the complaint informally. An informal approach provides an early opportunity for us to put things right, and is the most appropriate route for most concerns and issues.

### Stage Two - Formal Complaint

If you are not satisfied with the response from Stage One or would prefer your complaint to be registered and dealt with as a formal complaint, you should let us know. You will receive an acknowledgment within 4 days and a full response to your complaint within 30 days.

### Stage Three - Appeal

Should you not be satisfied with the Stage Two response, you should contact the CEO, and the complaint will be reviewed by an Appeals Panel. You will receive a response within 30 days.

We ask that where possible complaints are made in writing. This can be done by emailing [support@mothersformothers.co.uk](mailto:support@mothersformothers.co.uk) or by writing to: **CEO, Mothers for Mothers, 237-239 Gatehouse Avenue, Bristol, BS13 9AQ**

If you are unable to write to us with your complaint, please telephone us on **0117 239 7398**.

*Please do not use social media to make your complaint.*

Should the complaint be related to children or vulnerable adults you must follow our safeguarding procedures.

If you are concerned about abuse, harm or neglect of a child or vulnerable adult you should immediately raise your concerns with the safeguarding lead by telephoning either:

**07932304305** Mon, Tues, Thurs & Fri 10am-2pm or **07724346733** (Weds 10am-2pm) or **07796402667** (Mon to Fri 2pm-9pm).

If you cannot get an answer, please call: **0117 239 7398**

*If you suspect that a child is at immediate risk of harm, call the police on 999.*

