


WomenCentre is committed to providing the best possible service to the people we support and others who come into contact with the organisation. We want to hear how we're doing so we can keep improving our support to you.

If you have any positive feedback, concerns or complaints about our services, please get in touch and let us know.


Please let us know:


- Your full name & your contact details
- How you would like us to contact you
- The service or other activity to which your feedback or complaint relates
- What happened and when


How to get in touch You can contact us with positive feedback, concerns or complaints in the following ways:

In person  By speaking to any member of staff or asking to speak to a manager.

By email  info@womencentre.org.uk

By phone  **01422 386500** (Calderdale Services)
01484 450866 (Huddersfield and Dewsbury Services)

Fill in a form  Available online at www.womencentre.org.uk
On paper at our Halifax or Huddersfield Offices

Write to us  **WomenCentre Limited**

Calderdale Base	Huddersfield Base
23 Silver Street	15 Lord Street
Halifax	Huddersfield
HX3 0LT	HD1 1QB

What we will do:

• We will treat your concerns or complaints confidentially. If your complaint is about a specific worker/volunteer we will need to tell them a complaint has been lodged in order to investigate your complaint. Our privacy notice is available online.

• Making a complaint or raising a concern will not affect your relationship with us or stop you receiving a service.

• If you raise a serious concern or complaint, it will be handled by a senior manager who is not involved in the situation.

• We will contact you within 5 working days to acknowledge receipt of your concern or complaint.

• In the case of a formal complaint, we will hold a full investigation. We aim to complete this investigation within 28 working days.

• We will contact you to explain the outcome of our investigation.

• If you are not happy with the result of the investigation, you can appeal using our appeals process. We will then contact you with our final decision.

• We will record the details of the complaint on our complaints database. We will hold details about complaints for 3 years.

• We share positive feedback with staff and our funders.

Supporting Diversity
We are committed to supporting the diverse needs of all who access our services. We can provide an interpreter and information in alternative formats. If you have additional needs please let us know.

WomenCentre is an independent charity offering a range of holistic women-centred support to women and girls living in Calderdale and Kirklees, for example we support women and girls around mental health and wellbeing, financial resilience, domestic abuse, women in exile and personal development and learning. We also support male victims of domestic abuse in Calderdale and perpetrators of domestic abuse in Bradford.

WomenCentre Limited
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HX3 0LT

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Charity Number: 1118366 Company Number: 06084795



**Your Feedback &
Complaints**

