



*Dame Agnes Weston's Royal Charity for the  
Naval Service*

*Feedback & Complaints Policy*

*Dated 2018*

## DAME AGNES WESTON'S ROYAL CHARITY FOR THE NAVAL SERVICE

### COMPLAINTS POLICY

#### INTRODUCTION

1. Aggie Weston's offers pastoral support to the serving members of the Royal Navy and the Royal Marines and their families. The charity's Pastoral Workers offer many forms of practical assistance, all of which try to make the lives of the beneficiary group better in some way. Examples of the work include; the provision of coffee lounges on Base, toddler groups in community centres and projects, such as the Storybook Waves recording scheme. These activities ensure that the Pastoral Workers are active at the heart of beneficiary community, and thus they are on hand and available to listen, encourage, comfort and support when individuals wish to share concerns, or just want to have a private conversation with a non-judgmental and neutral person. The Pastoral Worker is not a counsellor but is well equipped to signpost a beneficiary if more specialist advice or assistance is required.

#### TRUSTEE'S VIEW

2. The trustees and staff of Aggie Weston's are committed to ensuring that the services provided by the charity's staff meet the highest standards, and that all users are treated equally, fairly and with respect. They continuously try to improve and update the services on offer and value any feedback that will help them to achieve this. The executive staff regularly review all comments, feedback and complaints, and report findings to the Board of Trustees.

3. The team are pleased to receive positive feedback, but also want to know if any part of the service has been unsatisfactory. All feedback will be taken seriously, and action will be taken when it is appropriate to do so. Please note that the charity may publish the replies given to any queries raised but will respect the confidentiality of the individuals concerned.

#### COMPLAINTS

4. The first thing to do if you are unhappy about any aspect of our services is to bring this to the attention of one of the staff members/volunteers at the time. They will try to resolve your concerns immediately. If you are unhappy with the way you have been treated by one of the staff members/volunteers then please contact us, using one of the methods below. Your complaint will be dealt with in a professional and confidential manner and assigned quickly to the most appropriate person to deal with it. The matter will be investigated, and we will communicate regularly with you as we seek to resolve the issue.

### FEEDBACK METHOD

5. The preferred way to provide general feedback (both good and bad) is via the survey process which can be accessed either via the "Get Involved" tab on the Charity's website or directly at: <http://www.aggies.org.uk/survey/>
6. For specific comments, or complaints which require a timely response, feedback is welcomed by any of the following methods:
  - a. By email: [office@aggies.org.uk](mailto:office@aggies.org.uk)
  - b. By mail: Aggie Weston's, 311 Twyford Avenue, Portsmouth, Hants, PO2 8RN
7. Should the feedback be about a member of the head office team then the Chairman of Trustees can be contacted directly at: [chairman@aggies.org.uk](mailto:chairman@aggies.org.uk)

### HOW AND WHEN WE WILL RESPOND

8. We will acknowledge any complaints within 5 working days of receipt, and will normally offer a full response to a complaint within 10 working days.