



Registered Charity Number: 1125679  
Registered Company Number: 6599429

# **C3a. Stage 1**

## **Complaint Procedure**

**A guide to how  
SWAN will review  
your Complaint at  
Stage 1.**



When a complaint is received SWAN will do everything they can to resolve the complaint quickly, however when this is not possible or if the complaint requires further investigation it will progress to Stage 1 of SWAN's Complaint Procedure.

This document explains what will happen when your complaint has been progressed to Stage 1 of SWAN's Complaints Procedure.

## What happens during Stage 1 of the Complaints Procedure?

You will have received acknowledgement of your Stage 1 complaint within 5 working days, and you will have been informed who is investigating your complaint and the date that we are due to respond by, this date will be 21 days from the receipt of your complaint.

During the complaint investigation we may need to gather more information from you or speak with other people involved. We will contact you if this is the case. If we are unable to speak with people involved, because they are unavailable or you do not want us to contact them, then we will draw on all available evidence that is available to make our decisions.

During the investigation we will review our systems and client database to review information related to your complaint. We will use all the available information to draw a conclusion on your complaint and provide you with an outcome.

## Our response to you

When we respond to your complaint we will have carefully considered all the information and the matters you have raised. We will inform you whether SWAN upholds the complaint or if SWAN does not uphold your complaint. We will provide an explanation to you about how we came to our decision.

**I don't agree with the response I received what do I do now?** If you do not agree with our response to your Stage 1 complaint, you can appeal and make a request that your complaint be reviewed under stage 2 of our complaint's procedure.

You must inform us within 21 days of your Stage 1 complaint being completed that you wish to appeal.

You can appeal to us by:

Email: [complaints@swanadvocacy.org.uk](mailto:complaints@swanadvocacy.org.uk)

Telephone: **03333 44 7928**

Post: **SWAN, Hi Point, Thomas Street, Taunton, Somerset, TA2 6HB**

