



Registered Charity Number: 1125679
Registered Company Number: 6599429

C3b: Stage 2

Complaint Procedure

**A guide to how
SWAN will review
your Complaint at
Stage 2.**



We will acknowledge that you are not happy with the outcome provided to you at Stage 1 of our complaints process. This document explains what will happen now your complaint has been progressed to a Stage 2 complaint.

What happens during Stage 2 of the Complaints Procedure? A new investigating officer will have been in touch to explain that they are going to review your stage 1 complaint and if necessary conduct a new investigation.

The purpose of the Stage 2 process is to review the Stage 1 response and the details of your original complaint and subsequent request for an appeal. We will look for any additional information that may help us decide whether the Stage 1 responses are agreed with or not.

We may ask to speak to you to clarify why you do not agree with the outcomes of the Stage 1 complaint. We will speak to the Stage 1 investigator. We will then draw a conclusion based on the information available to us.

Our response to you: When we respond to your complaint we will have carefully considered all the information and the matters you have raised about the Stage 1 response and complaints process. We will have looked at all aspects of the investigation to ensure it was thorough and fair. We will inform you whether SWAN upholds the Stage 1 complaint response or if SWAN thinks that more could have been done or has found inaccuracies in the response you were given. 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, you can appeal and have the response reviewed under Stage 3 of our procedure. You must inform us that you wish to appeal to Stage 3 within two calendar months of your Stage 2 complaint being completed.

Please note that you may be offered a Complaint Resolution Meeting, this will not prevent the complaint being reviewed at Stage 3, but it may provide clarity on the response and why it was given, and mean that the complaint can be resolved sooner.

You can appeal to us by either:

Email: complaints@swanadvocacy.org.uk

Telephone: **03333 44 7928**

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

