

Shaw Trust Feedback and Complaint Procedure

At Shaw Trust we always look at ways to improve our service to you. If you need to raise a concern or would like to provide us with a suggestion or compliment, below you will find details on how to contact us and how your feedback will be handled.

How to contact us



0300 30 33 117



Shaw Trust
Black Country House
Rounds Green Road
Oldbury
B69 2DG



customer@shaw-trust.org.uk



shaw-trust.org.uk/contact-us



Stage 1

Your complaint will be investigated by the immediate line manager located in your area, who will acknowledge your complaint within **2 working days**. They will log your complaint in our systems and conduct a full investigation. The Manager will work to achieve a resolution by telephone or a face-to-face interaction to discuss the concerns raised within **5 working days**, to confirm any agreed actions and the resolution reached. The Manager will then write to you to confirm the resolution in within **10 working days** of the discussion. If you would like to take your complaint further it will move on to stage 2.



Stage 3

If you remain unhappy, your complaint will be escalated to the Assurance, Standards and Technology Service (ASTS) and the Group Quality and Customer Experience Lead. ASTS will carry out an independent review and work in collaboration with the Operations Director, to inform and improve. The Operations Director will inform our Trustees where appropriate. The ASTS or Group Quality and Customer Experience Lead will provide you with a formal written response within **10 working days**, detailing the findings and outcome, and any suggested resolution.



Stage 2

Your complaint will be escalated to the appropriate Senior Manager to investigate any remaining concerns. They will send you a written response within **10 working days**. If we receive no further correspondence from you within one calendar month, the complaint is considered as closed.



Compliments and Suggestions

Your feedback is important to us and we always welcome any suggestions or compliments. If you would like a response to your suggestion or feedback please let us know and we will respond within **10 working days**.