

*Together we stand
campaigning for a
better future*

All information and correspondence under this
compliments and complaints policy will be dealt
with in the strictest confidence.



The Federation receives funding from Wolverhampton City Council



COMPLIMENTS AND COMPLAINTS

Compliments and Complaints Procedure

If you wish to compliment or to make a complaint against the Wolverhampton Federations of Tenants' Associations C.I.C, you may do so in one of the following ways:

- In writing to the Secretary of the Federation at 142a, Chetton Green, Wolverhampton, WV10 6ER, or
- By telephoning the office on number 01902 55 6816, or
- By calling in person at the office. (Please telephone first to make an appointment), or
- By using this form and returning it to 142a, Chetton Green, or
- By contacting us on our website www.wfta.org.uk

If you make a complaint, we will try to resolve any issues as quickly as possible. This may be done by way of an apology, or a full explanation, or by reviewing a decision we have already made or by reviewing the way in which we work.

There are 3 stages to our policy.

Stage 1: We will acknowledge your complaint within 7 calendar days and respond as soon as possible with a full update within 28 calendar days. This will be dealt with by an officer of the Federation.

Stage 2: If you wish to appeal against the decision please do so within 28 calendar days of receiving the response. We will acknowledge your appeal within 7 calendar days and will respond within 28 calendar days. The appeal will be dealt with by the Board.

Stage 3: If you are still not satisfied with the outcome you may, within 28 days of receiving the response, request that the decision goes before an appeals panel. We will acknowledge your request within 7 calendar days and will respond within 28 calendar days. The appeals panel will be appointed by the Board but will include at least one independent person or persons who are not members of the Fed.

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Compliments/Complaints

Name.....

Address.....

Compliment/complaint

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Signed..... Date.....