

Complaints and Compliments Policy

for WE Work for Everyone



Introduction

WE Work for Everyone supports autistic and disabled people with learning difficulties. We want to give the best service we can.

Your feedback helps us to improve our service. If something goes wrong, we want to know so we can fix it. If something goes well, we want to hear that too.

This document explains how to:

- raise a concern
- make a complaint
- share positive feedback

1. Raising a concern

If you're worried about something, **speak to your Employment Navigator first**.

If you don't want to speak to them, you can:

- email: weworkforeveryone@bristol.gov.uk
- call: 0117 922 3330

Please say clearly that you want to raise a concern. You can ask for an online meeting (on MS Teams) if that is easier. We'll try to sort things out quickly.

2. Making a formal complaint

If your concern isn't sorted, you can make a formal complaint.

You need to do this within **8 weeks** of the issue. We will reply to you within 5 working days and aim to resolve it within 20 working days.

To make a formal complaint, you can:

- email: weworkforeveryone@bristol.gov.uk
- send a letter to:
Programme Manager
WE Work for Everyone
Bristol City Council
City Hall, College Green
Bristol BS1 5TR

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- You can also ask for a meeting with the Programme Manager (face-to-face or online).

Please include:

- what happened
- names of staff involved (if any)
- what you've done so far
- what outcome you'd like

Complaints about other organisations

Sometimes the issue might be with one of our partners. If so, we'll help you contact them.

If your complaint is about staff in:

- **South Gloucestershire Council**
- **Bath & North East Somerset Council**

We'll pass it to the right manager. Each council has its own complaints process.

If you're still not happy

If you're not satisfied with the response, we'll give you contact details for a senior manager at Bristol City Council.

Some complaints may take longer to look into. If that happens, we'll send you an update and let you know when to expect a full reply.

3. Share positive feedback

We love hearing what's gone well. If you've had good support or service, please tell us. It helps us know what works and keeps the team motivated.

You can email your feedback to: weworkforeveryone@bristol.gov.uk

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Confidentiality and data protection

We keep all complaints and compliments private unless we're required by law to share them.

We record all feedback on our secure system. If you meet with us, we'll take notes and store them safely.

If your complaint involves another organisation, we'll update our records and let you know what's happening.

www.weworkforeveryone.org