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## Complaints Procedure

Wired endeavours to provide a high quality service in all that we do. Every day Wired makes decisions in carrying out the delivery of our services and hopefully most of the time, we get it right but sometimes we may not do so well. If this happens then please let us know so that we can try to put things right.

Wired takes seriously all complaints made. Wired does value your comments and complaints as we believe they can help us to review and improve our services.

Wired will do all it can to try and resolve the problem and to inform you of what we have done in response to your complaint within the given timeframes. However, on rare occasions it may not be possible to give you a full reply within the time given, for example, if your complaint requires a more detailed investigation. If this is required then we will give you an interim response telling you what is being done to deal with your complaint, when you can expect the full reply and from whom.

If your complaint is about the Chief Executive then please address your letter to the Chair of the Board of Trustees.

## Raising a Complaint

**In the first instance:** Please make your complaint to the Line Manager of the Team who provided the service as we do like to try and resolve your complaint quickly and amicably by our Line Managers.

In making your complaint, please give as much detail as possible as this will help Wired to investigate the complaint fully. If you are unhappy with this response then please follow the courses of action open to you, details of which are set out below:

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## STAGE 1

Email or write to the service Line Manager at Wired. Your complaint will be acknowledged within 3 working days.

A Complaint Investigation will be carried out by an appointed Line Manager.

You will receive a reply within 15 working days from receipt of your complaint.

If the response resolves your complaint and we don't hear from you, Wired will close the complaint after a further 20 working days.

**However, should you still be unhappy with the response please contact Wired under Stage 2.**

## STAGE 2

Write to the Chief Executive within 20 working days of receiving the Stage 1 reply, explaining why you are unhappy with the response.

A further investigation will be done by the Chief Executive who will respond back in writing to you within 15 working days from Wired receiving your Stage 2 complaint letter.

If the Stage 2 response has resolved your complaint and we don't hear further from you, Wired will close the complaint after a further 20 working days.

**However, should you still be unhappy with the response please contact Wired under Stage 3.**

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**STAGE 3**

Please write to the Chair of the Wired Sub Committee for Complaints, within 20 working days of receiving the Stage 2 reply.

Please explain why you are still unhappy about the responses to your complaint.

Please give as much details as possible.

The Wired Sub Committee for Complaints is made up of at least two Trustees. They will carry out a review of all the information from the previous investigations and agree an outcome.

A decision will be made within 20 working days of receipt of your Stage 3 letter.

The decision of the Complaints Sub Committee will be final.

Please address all correspondence to:

**Wired & Inclusive Access (UK) Ltd  
St James Centre  
344 Laird Street  
Birkenhead  
Wirral  
CH41 7AL**