



Complaints & Feedback Policy

If something hasn't felt right, or you simply have something to tell us, we want to hear from you. Your voice matters, and you will never be treated adversely for raising a concern.

DOCUMENT CONTROL

Policy owner	Jasper Armitage-Williams, Founder
Version	2.1
Status	Approved — current policy
Approval date	September 2026
Applies to	Anyone who uses, has used or has approached WheelieQueer's services, and to complaints about anyone delivering them
Contact	info@wheeliequeer.net
Read alongside	WheelieQueer Client Terms · Respectful Communication & Unacceptable Behaviour Policy · Cancellation & Missed Appointments Policy · Data Protection & Confidentiality Policy · File Retention & Secure Deletion Policy · Privacy Notice · Safeguarding Statement
Review	Interim November 2026; full August 2027, or sooner if the policy is not working well

1. About this policy

At WheelieQueer we believe in transparency, accountability and care. If something hasn't felt right in your experience with us — or if you simply have feedback to share — we want to hear from you.

THE MOST IMPORTANT THING ON THIS PAGE

You will never be treated adversely simply because you raise a concern or complaint. Raising a complaint will not in itself be a reason to restrict or end your support. You won't be blamed, dismissed or treated differently for telling us something has gone wrong.

1.1 Who can use this policy

You can use this policy if you are a current client, a former client, or someone who contacted WheelieQueer about support. Someone can also raise a concern on your behalf with your agreement — see section 3.2.

You can complain about any part of our service, including the work of our advisers, our personal assistants and administrative support, and anyone else working with WheelieQueer to deliver your support.

You can also complain about how one of our policies has been applied to you — including the **Respectful Communication & Unacceptable Behaviour Policy** and the **Cancellation & Missed Appointments Policy**.

1.2 Feedback and complaints are different

Feedback is anything you want to tell us about your experience — what helped, what didn't, or what you'd like us to do differently. It doesn't have to be about a problem.

A complaint is where you are unhappy about something and want us to look into it and respond.

You don't have to decide which one you're making. Tell us what happened and we will work out how to handle it. If we think something you've raised should be treated as a formal complaint, we will tell you, and you can say if you'd rather we didn't.

2. Giving feedback

You can share thoughts, suggestions or feedback with us **at any time** — whether that's something that helped, something that didn't work, or something you'd like us to do differently in future.

When your work with us ends, we will always offer you a feedback form. Filling it in is entirely optional. You can also give feedback informally during a session, by email, or in writing after your work with us has finished.

All feedback is taken seriously and helps us learn and improve.

3. Raising a concern or complaint

If you are unhappy with any aspect of your support — from how something was handled to how you were spoken to — please let us know.

3.1 How to reach us

You can:

- email one of your WheelieQueer advisers directly, if you feel comfortable doing that; or
- **email WheelieQueer at info@wheeliequeer.net**, which reaches the organisation rather than one individual.

It helps if you put Feedback or Raising a Concern in the subject line so we can respond promptly.

YOU NEVER HAVE TO COMPLAIN TO THE PERSON YOU ARE UNHAPPY WITH

If your concern is about a particular adviser or worker, **you do not have to raise it with them**. Send it to **info@wheeliequeer.net** instead, and it will be dealt with by someone else.

You don't need to use formal or legal language. Just tell us **what happened, how it affected you**, and **whether you would like us to do anything specific**. If you're not sure how to explain it, tell us anyway and we will help.

3.2 Support and adjustments

We work with disabled, Deaf and neurodivergent people, and complaining shouldn't depend on being able to write a formal letter unaided.

ASK US FOR WHAT YOU NEED

You can ask for **reasonable adjustments or an accessible way** to make a complaint and to take part in the process — for example raising it by phone or video, in BSL, through a recorded message, in easy read, with extra time, or in another format that works for you.

You can also have a **trusted person** — a partner, family member, friend, personal assistant, carer or advocate — help you communicate your complaint or communicate it for you.

Tell us what would make this easier and we will do what we reasonably can. If we can't do something you've asked for, we will explain why and try to find another way.

4. What happens next

4.1 Who deals with your complaint

Complaints are normally considered by the **Policy Owner** (WheelieQueer's Founder), or by another appropriate person who was not involved in what you are complaining about.

Where your complaint is about the Policy Owner, or about a decision they made, we will arrange for someone else to consider it wherever we reasonably can.

BEING OPEN ABOUT THIS

As a small, founder-led organisation, WheelieQueer **cannot always provide a completely independent internal reviewer**. Where this is not possible, we will explain this and offer the options in section 6.

4.2 Our timescales

What we will do	When	If it takes longer
Acknowledge your complaint, so you know it has reached us	Within 5 working days	—
Respond with the outcome once we have looked into it	Within 20 working days	Some complaints are genuinely complex. If we need longer, we will tell you why, give you a new date, and keep you updated at least every 20 working days until it is resolved

If we can put something right straight away, we will — you won't have to wait 20 working days for a simple fix.

5. How we look into a complaint

We aim to keep this proportionate. What we do depends on what you have raised, but it will usually involve:

- making sure we understand your complaint, and asking you if anything isn't clear;
- offering you the chance to talk it through, if you would like to;
- looking at the relevant records and information;
- where appropriate, asking the people involved for their account;
- considering what went wrong, what should have happened, and what should happen now.

We will then give you **a clear outcome and our reasons**, in writing unless you would prefer another format.

HOW WE WILL RESPOND

We will respond **clearly, respectfully and without defensiveness**. Where we have got something wrong, we will say so.

We will work with you to put things right wherever possible. That might include an **apology**, a **change in approach**, redoing a piece of work, or **steps to prevent the same thing happening again**.

Where a resolution isn't immediately possible, we will tell you what steps we are taking and keep you updated.

6. If you are still unhappy

If you disagree with our response, tell us within a reasonable period — ordinarily **within 20 working days** of receiving it — and say what you think we have got wrong or missed. We will not refuse to look again simply because time has passed, if there is good reason.

6.1 Review

We will review the complaint and our original response. Wherever we reasonably can, that review will be carried out by someone who was not involved in the original decision.

Where we cannot provide an independent reviewer internally, we will offer to involve **an appropriately experienced independent person from outside WheelieQueer**, such as an adviser from another advice organisation, where you and we both agree to that. You can also ask whether a different adviser could take over your case, if you would like to continue receiving support but not from the same person. We will tell you honestly whether that is possible.

Separately, where it might help resolve the issue, **mediation** may be considered by agreement between you and WheelieQueer. Mediation is a way of working through a disagreement together; it is not a review of your complaint and does not replace one.

We will confirm the outcome of the review in writing, or in another format if you prefer. That is the end of WheelieQueer's complaints process.

6.2 Going outside WheelieQueer

EXTERNAL COMPLAINTS ROUTES

WheelieQueer is **not currently aware of an external ombudsman or statutory complaints scheme** that considers complaints about our general welfare benefits advice service. If an external complaints route applies to the particular service you received, we will tell you about it.

If your complaint is about **how we have handled your personal information**, you can raise it with the **Information Commissioner's Office (ICO)** — online at ico.org.uk/make-a-complaint or by helpline on **0303 123 1113**. Our Privacy Notice explains this. The ICO normally expects you to give us a chance to resolve it first.

Nothing in this policy affects any legal right you have, or your ability to take advice elsewhere about your situation.

7. Confidentiality and records

We handle complaints sensitively. Information about your complaint is shared **only with the people who need it** to look into and respond to it, or where we are otherwise required or permitted to share it — for example a serious safeguarding concern or a legal requirement.

We keep a record of formal complaints, covering the complaint itself, our correspondence with you, what we looked at, our response and outcome, any actions taken, and the date the complaint was closed. Formal complaint records are clearly identified, and access is restricted to people who need the information for complaint handling, oversight or record-management purposes.

How that information is handled and how long it is kept are governed by WheelieQueer's **Data Protection & Confidentiality Policy** and **File Retention & Secure Deletion Policy**. Those policies set the retention periods; this policy does not create separate ones.

Informal feedback and minor concerns do not automatically become formal complaint records.

8. Learning from complaints

Complaints and feedback are one of the most useful ways we find out where our service isn't working.

We use what we learn to identify improvements to our **services, procedures, training and practice** — not simply to resolve the individual complaint. Where a complaint leads to a change, we will tell you what has changed if you would like to know.

9. Contacting us

Email: info@wheeliequeer.net · **Website:** www.wheeliequeer.net

If you need this policy in another format, or a different way to contact us, please tell us and we will do what we reasonably can.

This policy is reviewed at least annually, and sooner if it is not working well in practice. It should be read alongside the **WheelieQueer Client Terms**, our **Data Protection & Confidentiality Policy**, **File Retention & Secure Deletion Policy**, **Privacy Notice** and **Safeguarding Statement**.

Approved by: Jasper Armitage-Williams, Founder, WheelieQueer · **Version:** 2.1 · **Approval date:** September 2026