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Complaints Procedure

Energize Shropshire Telford & Wrekin Complaints Handling Policy

Our Complaints Policy:

Energize Shropshire Telford & Wrekin are committed to providing a high-quality service to all our partners and clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details, to the following email address:

Chief Executive
Energize Shropshire Telford & Wrekin
Pete.ezard@energizestw.org.uk

We have eight weeks to consider your complaint. If we have not resolved it within this time you may advance this complaint to Chair@energizestw.org.uk

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to an independent member of the Energize Shropshire Telford & Wrekin team, who will review your complaint by examining filed correspondence, background literature and gathering information from yourself and the member of staff who was your direct contact.
3. You will then be invited to a meeting, either telephone, face to face or electronic as preferred, to discuss and hopefully resolve your complaint, within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Energize Shropshire Telford & Wrekin will write to you to confirm what took place and any solutions agreed with you.
5. If you do not want a meeting or it is not possible, Energize Shropshire Telford & Wrekin will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

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6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner unconnected with the matter to review the decision or appropriate alternatives such as review by a local solicitor or mediator.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Signed



..... Date