

## Complaints against WRAP

We place great importance on providing a high level of service and operating to high standards, but we recognise that sometimes things can go wrong. We are sorry if we do not meet your expectations.

In many cases, concerns can arise from a simple misunderstanding which can be dealt with through a conversation. Therefore if you have concerns please speak to us and we will try to find an amicable solution. If this does not resolve the issue to your satisfaction then you can follow the procedure below to make a complaint.

### Our approach

Our aim is to resolve your complaint quickly, simply and fairly. Disagreements can usually be settled through dialogue and we will endeavour to find an agreeable solution.

Our complaint procedure aims to:

- be easily available and simple to use;
- show clearly how your complaint will be dealt with, by whom and when;
- be impartial;
- identify ways to avoid future complaints, if appropriate.

### Complaint procedure

1. Your complaint must be submitted by letter, by email or using our standard complaint form (as a document or online). Contact details and links to the form are below.
2. Your complaint should include:
  - A summary of the issue(s), including any evidence supporting your case;
  - Whether you have previously sought to resolve your complaint informally and, if so, with whom and what the outcome was;
  - What you would like WRAP to do about the issue(s) raised; and
  - Your contact details.
3. We will acknowledge receipt of your complaint within **two working days**.
4. Upon receiving a complaint Corporate Marketing will ensure that the matter is formally investigated. During the investigation we may need to contact you if any matter needs clarification.

5. Corporate Marketing will provide a written response to your complaint within **10 working days**. If a full response is likely to take longer than this, then you will be told why, and how long you can expect to wait.
6. The response will set out the findings, any recommendations/proposals and whether we believe the complaint has been resolved. It will deal with all of the issues that you have raised and set out what WRAP proposes to do.
7. If you are not satisfied with the outcome you can appeal to WRAP's Chief Executive Officer for arbitration. The appeal must be made in writing, explaining the background to your complaint, a history of the process followed and the reasons why you dispute the outcome. The appeal must be received by the CEO's office **within eight weeks** of the date of our response to the formal complaint.
8. The CEO will only review complaints that have followed the procedure described above. The decision of the CEO will be final.

## Contact information

<b>Role</b>	Corporate Marketing
<b>Name</b>	Jennifer Kelly
<b>Address</b>	2 <sup>nd</sup> Floor Blenheim Court 19 George Street Banbury Oxfordshire OX16 5BH
<b>Email</b>	<a href="mailto:complaints@wrap.org.uk">complaints@wrap.org.uk</a>

You may complete our standard complaint form;

- on the pages below, or
- online at <http://www.wrap.org.uk/complaints>

## WRAP complaint form

If you wish to raise a complaint about WRAP please do one of the following:-

1. complete our standard complaint form online at <http://www.wrap.org.uk/complaints>, or
2. complete and submit the form below, or
3. send us a letter or email providing the information requested in the form.

For 2 or 3 above, please use the contact details given above.

<b>Full name of person making complaint</b>	
<b>Job title*</b>	
<b>Company name*</b>	
<b>(Company) Address</b>  <b>(* If appropriate)</b>	
<b>Telephone number</b>	
<b>Contact email address</b>	
<b>Has this matter been previously raised informally?</b>  If so, with whom and what was the outcome?	

<p><b>Describe the nature of your complaint if possible providing evidence to support your case.</b></p> <p>Attach additional sheets if required.</p>	
<p><b>Describe the corrective actions that you would like WRAP to take to resolve your complaint</b></p>	
<p><b>Date</b></p>	
<p><b>Signature</b></p> <p>By signing you declare that the information given is accurate and truthful</p>	