



*Nurturing the spiritual heart of
healthcare*

WholeCare

Rowheath Pavilion, Heath Road,
Birmingham, B30 1HH
www.wholecare.org.uk
info@wholecare.org.uk

COMPLAINTS PROCEDURE

(Approved by the Board of Trustees September 2025)

We are always very keen to hear about your views and experience of our services. For general feedback on our services, please use the feedback form provided by your Chaplain for Wellbeing or the feedback option on our website (www.wholecare.org.uk). If you wish to make a formal complaint, please follow this Complaints Procedure.

We will listen to patients, volunteers and partners with respect. We will take all complaints seriously and deal with them quickly and thoroughly.

If you wish to make an unwritten complaint, the WholeCare Manager can be contacted via info@wholecare.org.uk. The Manager will listen to your complaint and take appropriate action. We would aim for complaints to be resolved at this level where possible.

If you deem the outcome of the above to be unsuccessful, a written complaint can be directed to the WholeCare CEO via info@wholecare.org.uk, who will investigate and take appropriate action.

If you, as a complainant, would like to take the action further, you can send a written complaint to the Chair of Trustees of WholeCare at chair@wholecare.org.uk or by post to:

WholeCare Complaints
Rowheath Pavilion
Heath Road
Birmingham
B30 1HH

We will acknowledge receipt of a written complaint within 2 working weeks. The aim is to investigate your complaint properly and give you a reply within 28 days, setting out how we will deal with the problem. If this is not possible, we will make an interim response informing you of the action taken to date or being considered.

Should you continue to feel that the complaint is not being dealt with effectively, WholeCare and the complainant will decide if an appropriate official body, such as ACAS or the Charity Commission, should be contacted to help resolve the problem.

Please note that, at any time, a patient or volunteer has the right to withdraw from WholeCare's services.

We will keep the person making the complaint informed of progress at all stages.

All complaints will be treated in a private and confidential manner and stored according to our Privacy and Data Protection Policy. The Chair of Trustees will keep a separate log of any complaints relating to the CEO and/or Manager.