



Making a complaint to Wise Women

Wise Women is committed to providing services of the highest quality for women. Unfortunately, we don't always get it right.

We hope, that should you have a concern or complaint this can be resolved quickly by speaking to a member of our staff.

If this does not resolve your concern / complaint you can raise a complaint by;

- Writing to us: Wise Women. Wellpark Centre, 120 Sydney Street, Glasgow, G31 1JF.
- Emailing us: dawn@wisewomen.org.uk. Please include the word "complaint" in the subject line.
- Telephoning us: 0141 370 0739. Please ask for Dawn.

We will immediately send you a copy of our Complaints Procedures and, where appropriate, our Chief Executive Officer or one of our Board will meet with or telephone you to explain the Procedure fully.

Your complaint will be treated with confidentiality, unless we are required to share this information to resolve your complaint or if we are concerned for someone's safety.

We will try to resolve your complaint within 14 days. If we cannot we will be in touch within this time to let you know why.

Wise Women values all feedback from women and your complaint will be appreciated as an opportunity to improve our work with women.