Wiltshire Portage Complaints Policy

Wiltshire Portage aims to provide a first-class service at all times.

Should any Service user or associated professional have concerns about Wiltshire Portage provision, a member of staff, or fundraising then please follow the procedure below.

Parent/carers should not worry about Portage being taken away if a complaint is made, this will not happen.

Wiltshire Portage takes all complaints seriously.

Please contact Wiltshire Portage with any concerns as soon as possible to give us the opportunity for an early resolution.

Procedure

1. The first point of contact for Service complaints would be your Portage Home Visitor. For fundraising complaints, please contact the Portage Administration Manager officewiltshireportage@gmail.com.
2. If the complaint/concern or issue is not resolved, or the complaint is regarding the Portage Home Visitor, then please contact the Portage Service Manager on 07780 653888 or email on Kimh-y@wiltshireportage.org.uk

If the complaint/concern relates to the Service Manager, then please contact the CEO on 07842083161 or Philit@wiltshireportage.org.uk

3. A formal complaint can be made in writing. If a comment or complaint is made, Wiltshire Portage will write to acknowledge the receipt.
4. The CEO or Chair of Trustees will then investigate and notify the complainant of the outcome, in writing, within 20 working days. Actions will be agreed by all concerned.

If the complainant is not satisfied, they can ask to meet with the Complaints sub-committee (CEO, Chair of Trustees and one other Trustee) within 28 working days of receiving the response. The sub-committee will arrange a meeting with the complainant within a mutually agreeable time frame. The complainants have the right to be accompanied if they wish. The outcome of this meeting will be sent in writing within 7 days.

All complaints are dealt with confidentially and are covered under our Data Privacy Notice 2026

Service users also have the right to report to the funders Wiltshire Council, County Hall, Bythesea Road, Trowbridge, Wiltshire BA14 8JQ and Wiltshire Primary Care Trust, Southgate House, Pans Lane, Devizes, Wiltshire SN10 5EQ on any aspect of our Service.

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