



'Listen and Learn' Policy

About this policy

Purpose

WILD wants to do the best we can to support young parents and their children. To do this, we need to listen to our families, and learn from their ideas and experiences.

Policy owner: Susannah Sedgwick

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Listen

Your views are important to us, and we want to hear them:

- We really like people to tell us what we are doing right, but also what you feel we are doing wrong.
- We want to hear what you think about what we do, and how we do it.
- We believe that listening to your views, feedback or complaints is a great way to learn and improve.

Learn

We want you to help us learn how to keep improving WILD:

- We need help to understand how our services feel for you.
- We need to know what goes well, so that we can do more of it.
- We need to know what goes wrong, so that we can make changes.

If we get things right

When we get things right, and people tell us about it, we will share that information with the team, and the individual Wild Workers who are responsible. We know that this will encourage them and help them keep doing the work that they are doing.

We like to celebrate the good news with the rest of the WILD team. We will check with you before we share, to make sure that you are comfortable with other people knowing. We may share good news without your name attached, or with some details removed, if you are more comfortable with that.

If we get things wrong

WILD is people-based, and people sometimes get things wrong.

If we get it wrong for you, or you feel something needs to change, this is how you can tell us:

Step 1 - talk to your WILD Worker

- The first thing to do is have a chat with the WILD Worker you know the best.
- It is their job to listen to your views or complaint, even if it's about them.
- Most concerns are easy to sort and put a plan in place to make things better.

Step 2 – if you still have concerns, talk to another WILD Worker

- You can chat with any of our WILD workers.
- You can tell them that you still have concerns.
- All our workers will be happy to listen.

Step 3 – if that hasn't worked for you, talk to WILD's CEO

- WILD's CEO (Chief Executive Officer), Jo, is the lead WILD Worker.
- It's part of Jo's job to listen to your views or complaint.
- You can contact Jo by phone, email or letter, or ask your WILD Worker.
- If you feel nervous about doing this, ask your worker for help – they will help you, or get another WILD worker to help you.
- Sometimes you may be asked to write down your concerns. You will be offered help to do this.
- The CEO will usually sort out your concerns with you, either through a chat on the phone, writing to you, or meeting with you to talk it through. The CEO and the team will then make a plan to make things better, and work out how to introduce the things in the plan.
- The CEO sometimes must find out more information. They will do this within two weeks from the date you first contacted them. If it takes longer, they will let you know.
- A record of your concern will be kept in your confidential file on our data system.

Step 4 - if you still have concerns – **talk to WILD’s Trustees**

- As WILD is a Charity, we have Trustees. These are volunteers, who are not paid, who oversee the work of WILD.
- Part of the Trustees’ job is to investigate and respond to formal complaints.
- If you are not satisfied with the response from WILD’s CEO, you need to contact the Chair of Trustees. WILD’s CEO will help you do this.

We are always pleased when families share their ideas, concerns or complaints with us.

By listening and learning, we can work together to make WILD great for everyone.

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