



Company Ltd by Guarantee registered in England.

Registered number 33132461.

Registered Office:

Trent House, 234 Victoria Road, Fenton, Stoke-on-Trent, ST4 2LW

Registered Charity Number: 1062548

Compliments and Complaints Procedure - Service

Revisions Control

Date	Summary of Changes Made	Changes Made By (Name)
16.05.2013	Reviewed	
06.02.2015	Reviewed	
20.07.2017	Reviewed	
01.10.2020	Updated contact details	Julie Hammersley
12.3.2021	Updated with new address	Julie Hammersley

Purpose

The purpose of our Complaints Policy and Procedure is to ensure that all complaints are dealt with promptly and consistently and are handled with courtesy and fairness. As a result of a complaint, we will aim to rectify the issue and improve our service.

Scope

The policy covers any person who may be affected by our service, support or activities such as contractors, visitors and members of the public. Steps are taken to ensure that our statutory obligations are met at all times.

Next to be reviewed : 01.10.2021



Compliments and Complaints Procedure - Service

We need to know

North Staffs Carers Association welcomes every opportunity to monitor and improve its service. You can help by letting us have your comments on the service you have received from us, we need to know if it is good or not so good, if we are to get it right for Carers. This aims to provide you with the information needed to assist you in expressing your views, concerns, comments or complaints.

How you can help us to improve the service we provide

You can help by letting us have your comments on the service you have received from us – is it good or not so good?

Do not be afraid you will be thought of as a nuisance. We are keen to provide Carers with a good quality service that meets their needs within the limitations of our resources. Your voice is most important if North Staffs Carers is to get it right for Carers. Our service is only as good as you enable it to be!!

You can make a comment, suggestion or complaint in person, by telephone or in writing.

We will always aim to deal with your concerns quickly, confidentially and sensitively. We will not share any information about you with a third party without your consent. However, if your complaint involves a volunteer, member of staff, the person concerned will normally be informed, unless you specifically request otherwise, in order that we can respond and take action if necessary to resolve the matter as quickly as possible.

Positive comments and suggestions are an equally valuable source information for us in improving services and making sure that staff and volunteers do receive praise and appreciation.

You can either let us know in person, by telephone or in writing to the Project Worker of the project concerned or the Chief Officer at :

North Staffs Carers
Trent House,
234 Victoria Road,
Fenton,
Stoke-on-Trent,
ST4 2LW
Tel : 01782 793100



We would encourage you to raise your concerns as soon as possible after whatever has happened in order that we can take action to resolve the issue for you as soon as possible.

We hope that the majority of queries can be sorted out straight away with the Project Worker or Senior Officer, who will listen carefully to what you have to say. Your query will normally be acknowledged within 5 working days and we will aim to respond as soon as reasonably practical. We will explain what action has been/will be taken, or if no action has been/will be taken, why.

If your query involves the Project Worker and you feel unable to discuss it with him/her you should pass on your concerns to the Chief Officer.

If you do not feel able to comment or complain yourself, a relative, Carer, friend or advocate can do so on your behalf.

What happens if your complaint cannot be resolved by the Chief Officer

If you feel the matter has not been satisfactorily resolved by the Chief Officer, or if your complaint involves the Chief Officer and you feel unable to discuss it with him/her, you may write to the **Chairperson of the Board of Directors** at the address previously mentioned, including all details relevant to the complaint.

Your letter should be addressed to **The Chairperson** and marked **PERSONAL AND CONFIDENTIAL**. This will be forwarded to the Chairperson unopened and will normally be acknowledged within 5 working days. Every effort will be made to inform you within 28 days of the outcome of the investigation giving reasons, if appropriate, for any failure in service and steps taken to prevent it happening again. In the event of the Chairperson being absent through holiday or illness, the correspondence will be forwarded to a nominated member of the Board of Directors.

What to do if you are still not satisfied

If you are still not completely happy, you can ask the Chairperson to forward the complaint to a sub-committee which will normally meet within 28 days of receipt of your request. Details of the procedure will be notified to you, including your right to be accompanied by a friend or relative.

Reviewed: _____

Date: _____