

Feedback and Complaints Policy

Part 1 Information for all Stakeholders

- Hambleton & Richmondshire Carers Centre welcomes comments, suggestions, complaints and compliments and encourages feedback about the service we offer.
- We know that sometimes things can go wrong. If you are not happy with the service we have given, please let us know. Your feedback helps us improve our service.
- We would expect any issues raised or complaints to be made as soon as possible within 3 months of the issue first arising.
- We aim to deal with your queries efficiently, promptly, fairly and equally.
- We will investigate all complaints and give you feedback.
- If you would like a relative, friend or advocate to make a complaint on your behalf we will need your agreement and consent to share information with them. Or you can ask someone to support you to make the complaint yourself. If you need help in making your complaint we can help you arrange support.
- If a manager becomes involved in following up a complaint a written record will be kept with details of actions taken.
- We treat all complaints in the strictest confidence and will only discuss your complaint with the people who need to be involved. These are kept separately to the client file, if there is one, and will be anonymised if, for example funders request evidence of our responses to complaints. We cannot respond to anonymous complaints.
- Making a complaint will not affect the service you receive and if the complaint is against a member of staff you will be offered another member of staff to continue working with you.

Our Complaints Procedure

If you are unhappy with the service you have received, speak to the member of staff involved as often things can be resolved satisfactorily without the need to go further.

If having done this, the issue hasn't been resolved or you feel unable to discuss the issue with the worker involved (e.g. because the complaint is related to the member of staff) then you should contact either the line manager of that person or the Chief Executive Officer. This can be via email, letter, by telephone or in person and will be treated as a formal complaint.

The manager dealing with it will acknowledge your complaint within 7 days of receiving it and then investigate the circumstances leading to the complaint.

Once the circumstances have been investigated, we will give you a full response within 21 days. Our response will include the outcomes of our investigation, an apology if the complaint is upheld and details of any actions taken as a result of the complaint.

If, having received our response, you are not satisfied or your issue remains unresolved you should contact the Chair of Trustees who will make further enquiries relating to your complaint. You should contact the Chair of Trustees within 28 days of our formal response. Mark your letter 'Private and Confidential' and send to: FAO Chair of Trustees, H&R Carers Centre, 32 High Street, Northallerton. DL7 8EE.

Recording complaints

We treat complaints very seriously and formal complaints are recorded.

Formal complaints are also monitored quarterly by the Board of Trustees, which are given feedback about the number, nature and outcome of any complaints and any actions we have taken as a result e.g. how we have changed our practices to take account of the issues raised.

Compliments and other feedback

We have systems in place to evaluate our services and we gather feedback in a variety of ways. Carers are invited to take part in these processes. If you have additional feedback we are always happy to receive it. We want to know when a job is well done, and be able to congratulate staff

This policy was re-written from the existing policy.

Approved on: July 2013

Review date: July 2014