



## **How to Make a Complaint**

### **Step One**

If you are unhappy with the service you have received (with an individual in our organisation, or with the organisation as a whole) the first stage will be for you to try to resolve the problem informally with the member of staff or if more appropriate the Carers' Centre Chief Executive. We will acknowledge and respond to your complaint within 3 working days. We hope that most complaints can be resolved at this stage. *If you would prefer not to speak to someone who was involved in the situation, then go straight to step two.*

### **Step Two**

If your complaint is not resolved through the above actions, the next step is to contact the Chief Executive at the address overleaf, detailing your complaint by letter marked private and confidential. Alternatively, you can contact the Chief Executive at Riverside Cottages by telephone, to make an appointment and then make your complaint in detail at an informal meeting.

If you have a complaint involving the Chief Executive you can contact our Office Manager who will then inform the Chairperson. Any written communication should be marked "Private and Confidential".

*You should receive confirmation of receipt of your complaint within 5 working days.*

### **Step Three**

The Chief Executive (or Chairperson, if your complaint relates to the Chief Executive) will investigate your complaint by talking to you and other people involved in the situation and will follow this up with a written report, sending copies to you and the Carers' Centre Chairperson. The report will include any necessary explanations or steps that will be taken to ensure the problem does not recur.

*We will aim to send a report to you within 10 working days, and will keep you informed of progress.*

### **Step Four**

If you are not satisfied that your complaint has been dealt with properly, you may request a meeting of the Complaints Review Panel of the Carers' Centre (made up of Trustees) to which you will be invited. You may bring a friend or other representative to support or represent you. The meeting will hear your complaint again, and of the internal investigation. It will make a decision regarding appropriate action that may be required to resolve the situation. You will then be contacted in writing with their decision.

*We aim to convene the Complaints Review Panel within 15 working days of your request, and write to you within 5 working days of the review meeting itself. We will keep records of complaints in a locked cabinet for up to 6 years.*

This is the final step in our Complaints Procedure - if you feel that we have not responded effectively then you may wish to take this further with other outside agencies.