

Carers' Centre Complaints Policy and Procedure

Our Commitment

The Carers' Centre provides information advice, support, breaks and a voice for carers in Bath & North East Somerset. Our overall aim is to recognise and fully support carers. We want to provide an efficient, high quality service. We aim to be open, to answer for our actions and to provide information quickly and politely. We want to hear the views of the people we are in contact with about how we are doing so that we can make improvements and become more effective and accessible to all Carers and the health and social care workers and organisations we work with.

A complaint can be any written or spoken expression of dissatisfaction about the Carers' Centre and its services, whether made formally or informally after a clear explanation of the point at issue has been given. It can be done in person, by phone or fax, in writing or by email. Our policy is to treat the complaint seriously and deal with it quickly, politely and informally, apologise when we have got things wrong and explain our position or any action we have taken.

Our policy is to encourage people to contact us if they have not been happy with any aspect of our organisation, and want to make a complaint. The following procedure has been set up to ensure that your complaint is properly heard.

Anyone making a complaint has a right to get support from an independent advocate or friend at any point during this process.

The Carers' Centre, 1 Riverside Cottages, Radstock, Bath BA3 3PS

Tel. 01761 431388

Fax: 01761 431288

email:

Carerssupport@banesCarerscentre.org.uk

Chief Executive:

Sonia Hutchison

Chair:

Jill Tremellen

Office Administrator:

Gill Evans

Our policy is to support Carers with complaints which are external to our organisation if we are asked to as independent advocates.

If your complaint relates to Social Care Services you can:

Talk to your social worker or key worker or their manager about the problem.

Contact the Complaints Procedure Manager phone: 01225 477931

by email: complaints_proceduremanager@bathnes.gov.uk

write to her at: Complaints Procedure Manager, Bath and North East Somerset, Freepost SWB10433, Bath BA1 1BF

If your complaint relates to a health service you can:

Talk to your healthcare professional or their manager about the problem

Contact the Patient Advice and Liaison Service on 01225 831717 or by email to pals@banes-pct.nhs.uk

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.