



Compliments and Complaints Procedures

Introduction

We aim to provide a high quality service to all those we work with, respecting them and seeking to maintain a friendly professional relationship with them.

Giving Compliments

We are always happy to receive feedback on the services that we provide. By letting us know when we have got things right, we can tell staff members that they have done a good job, which will give them valuable encouragement. We can aim to provide more of the things that you like, if you tell us when things have gone well.

To provide us with positive feedback, please email us at enquiries@calderdale-carers.co.uk, telephone us on 01422 369101, or write to us at Calderdale Carers Project, Suite 3, Rimani House, 14-16 Hall Street, Halifax, HX1 5BD. Thank you.

Making a Complaint

Anyone who feels that they have not received an acceptable level of service, or that they have not been treated with courtesy, respect or in a professional manner is encouraged to contact us to discuss this. It is important that you tell us if you what you think is wrong and what you want us to do to put things right or improve

All complaints and information relating to them will be regarded as strictly confidential and personal information will not be used except with permission, where it is relevant to the complaint.

Stages of Complaints Procedure.

1. Informal - verbal complaints.

Concerns about the service received should be raised as soon as possible, indicating what you would like us to do to differently or what would resolve your complaint, ideally with the person you are in contact with and, if possible, at the time the problem occurs. The staff member concerned will endeavour to resolve the matter with you immediately or, if they need to speak to others, respond to you when they have done this.

If you do not feel you can speak to the member of staff you are in direct contact with about your concern, then please telephone us on 01422 369101 and ask to speak to a senior team member. They will listen to what you have to say, make any enquiries needed to help sort out the problem, and contact you to discuss it further.

We aim to respond to all informal complaints and issues within seven working days. If there will be a delay, for example because we need to speak to someone who is unavailable, we will let you know the reason for the delay and provide a revised timescale.

If, following discussions with you and feedback on any action we have taken or propose to take to put things right, you tell us you are satisfied we will write to you confirming this.



Working to improve the lives of carers

At the time of raising a complaint verbally, or in the event of an unsatisfactory conclusion to a verbal complaint, you will be asked if you wish to raise the complaint as a formal one. If you elect to do this we will need the complaint to be put in writing. Please see the next section.

2. Formal Complaint - written.

If we have not been able to satisfactorily resolve a verbal complaint, or if you feel the matter should be a formal complaint, then this will need to be put in writing. You should tell us what you think is wrong, why and what you would like us to do to resolve the matter. We appreciate it can be difficult to do this and are happy to help. Therefore if you would prefer to outline your complaint by speaking to a staff member who is not involved with the complaint we are happy to arrange this. They will then write the complaint with you and, if you are happy with the content, you will be asked to sign it as being correct.

We will acknowledge all written complaints within 3 working days of receipt and at the same time give you a timescale for us to investigate and respond. Normally we would try to resolve matters quickly, ideally within 14 days, but where people involved are unavailable then it might take longer.

Where the complaint involves a member of staff, an independent staff member will investigate and respond. This person may arrange to meet with you to discuss the matter or speak with you over the phone. If you require a respite sitter for the person you care for whilst you meet with us we will seek to arrange and pay for a suitable one. Alternatively a home visit can be arranged.

Once the complaint has been investigated we will discuss the outcome with you and, if you are satisfied with our response, we will confirm this in writing to you.

3. Appeal to Trustees

If at the conclusion of the process you consider the complaint to still be unresolved then you can tell us that you wish to appeal to the Board of Trustees. A Trustee will be appointed to consider the complaint and will speak with you and will need to see all paperwork relating to the complaint. In addition they will, where it is relevant to the complaint, need to access any casework records that we hold. This Trustee will normally be a carer or former carer themselves.

The Trustee will review the complaint and how it has been dealt with, and will make any additional recommendations for dealing with the matter directly to the Chief Officer and one further Trustee. They will normally respond to you, in writing, within 14 days of the matter being referred to them.

Once this stage has been completed the matter will normally be regarded as being concluded.

4. Advocacy

If at any stage of your complaint you would like independent help, we will make every effort to locate and signpost you to independent advocacy services.

5. Complaining to Calderdale Health and Social Care

You have a right to contact the Council in relation to any matter concerning or connected with the services for carers by using the Council's statutory complaint procedure. If requested, we will provide you with contact details to enable you to do this. We will fully co-operate with Calderdale Council in investigating your complaint. However before we can release any of our records relating to you we will ask you to sign consent for us to do this.