



COMPLAINTS AND COMPLIMENTS

Guidelines for People Using Carers Trust Mid Yorkshire Services

Our service is only as good as you allow it to be.
If we get it right or wrong, we'd like to know.

CARERS TRUST MID YORKSHIRE

Milford House
Unit 9 Shaw Park
Silver Street
Aspley
Huddersfield
HD5 9AF
01484 537036

Carers Trust Services

Carers Trust respects the individuality of carers and people with care needs and seeks to promote their choice, independence, dignity and safety. We believe that carers must have access to high quality services that enable them to fully benefit from a break from their caring responsibilities. We aim to provide a flexible and adaptable service that meets the needs of individual carers and those they care for.

Why do we need a Complaints and Compliments Procedure?

We want the service we provide to be high-quality, responsive and user-led. In order to achieve this, we need to take account of the views and wishes of the people who use it and having a "compliments and complaints" procedure is one way of doing so.

If you want to make a comment about our service (whether good or bad), we will be pleased to hear from you. Don't think this will affect the service you receive or that you will be thought of as a nuisance by complaining.

Our service is only as good as you allow it to be!

Who can Comment or complain?

Anyone who comes into contact with trustees, staff or volunteers from Carers Trust Mid Yorkshire can give a compliment or make a complaint, including service users (both carers and those with care and support needs), their families and friends, other voluntary groups, statutory agencies and members of the public in general.

Please note: We can only accept complaints from a representative on your behalf under certain conditions. You need to have given them your consent either verbally or in writing or we will need to establish that they are acting in your best interests before we can deal with the complaint.

What you can do

We hope that the majority of concerns and complaints can be dealt with informally. Speak to your care worker, Care Manager or a staff member you know. They will listen carefully to what you have to say and do their best to sort the matter out.

If you would prefer not to handle your complaint that way, we have a Complaints Manager who can meet up with you in person, or you can contact them by telephone, email or in writing. You can ask a friend, relative or staff member to help you to do this if you wish.

Our Complaints Manager will advise you what further action you need to take and give you information about local advocacy services available to help you.

Contact details for the Complaints Manager are as follows:

Name: Simone Wilkinson

Address: Carers Trust Mid Yorkshire, Shaw Park, Unit 9, Silver Street, Aspley, Huddersfield

Postcode: HD5 9AF

Telephone number: 01484 537036

Email address: simone.wilkinson@carerstrustmidyorkshire.org.uk

If you make a complaint in person or on the telephone, the Complaints Manager will:

- Make a written record of your complaint
- Send an acknowledgment in writing within three working days
- respond to the complaint within 20 working days.

You will be asked to approve the contents of this report and to sign to indicate that you agree with what it says.

Complaints will be investigated by a person who has the right level of knowledge and skill and sufficient seniority to address the issue.

Your complaint will be dealt with in the strictest confidence. If it concerns a member of staff, the person concerned will normally be informed, unless you specifically request otherwise, in which case this may limit the extent of further investigation.

You will be kept informed about the progress of our investigation or you can contact the Complaints Manager at any time for an update.

You can also complain to your Local Authority or to the Local Government Ombudsman at any time during the complaint process.

What if I am still not satisfied?

Following the investigation, if you are not happy with our response, you are entitled to have your complaint reconsidered by a review panel consisting of at least two members not previously involved. If you decide to do this, contact the Complaints Manager within 20 working days of receiving our investigation response and ask for a review of the decision taken.

You will then be notified in writing with details of the time and place of the review meeting at least 10 working days beforehand, and may attend if you wish. You can bring a friend or relative along with you, or alternatively you may want your friend or relative to attend and speak on your behalf.

We will:

- acknowledge your request for a review within three working days
- carry out the review within 20 working days of receiving your request.

The review panel will let you know in writing of its decision and the reasons for it within 10 working days of carrying out the review. This is the final stage of our complaints procedure.

The Local Government Ombudsman (LGO)

If you are still not satisfied with the outcome of our investigation, you can complain to the LGO who provides a free independent service. You can contact the LGO Advice Team for information or advice, or to register your complaint.

Telephone: 0300 061 0614

Email: advice@lgo.org.uk

Website: www.lgo.org.uk

Wakefield (ONLY) Service Users have the right to address their complaints to.

Complaints and Representations Section

Complaints and Representations Manager

County Hall, Bond Street

Wakefield WF1 2QW

Tel: 01924 302840

Care Quality Commission (CQC)

Our service is registered with and regulated by the Care Quality Commission (CQC). You have a right to alert the CQC of any concerns or complaints you have. They are happy to receive information about our services at any time but cannot get involved in or investigate individual complaints. You can contact them at:

Care Quality Commission

CQC National Correspondence

Citygate

Gallowgate

Newcastle

NE1 4PA

Tel: 03000 616161

We hope that you will always be satisfied with our service and look forward to receiving your comments. If we get it right or wrong we'd like to know.