

**What are your
views about our
services?**

Comments...Compliments...Complaints

This leaflet explains how to make a comment, compliment or complaint and sets out Gateshead Crossroads Caring for Carers Complaints procedure.

Why do we need a Comments, Compliments and Complaints procedure?

We aim to provide a high quality responsive user led service. Your views are important to us and will help us to improve our services. You may want to:

Comment!	Compliment!	Complain!
<ul style="list-style-type: none">◆ Share your ideas◆ Suggest ways we could improve	<ul style="list-style-type: none">◆ Tell us what is good about our services or staff	<ul style="list-style-type: none">◆ Make a complaint◆ Follow steps 1,2 & 3 in the flow chart on the next page

Who can comment, compliment or complain?

- Carers, including young carers, people with care needs.
- People who are on a waiting list or who have been refused a service.
- Statutory services, voluntary agencies or other organisations.
- If you need help in making a complaint, let us know. Alternatively you may ask a representative to make the complaint on your behalf.

How can I comment, compliment or complain?

You can give us your views at any time, by contacting us in the most appropriate way for you. Our contact details are on the back page of this leaflet. We appreciate your comments, whether good or bad!

If I complain will this affect my service?

Your complaint will be treated fairly and we will make sure that any complaint you make **does not affect the service** we give you.

Is the information I give you confidential?

We shall

- treat all information you give us as confidential and follow data protection legislation in handling and managing information about your complaint.
- consult you about the extent to which you may need to be identified. If the complaint concerns a member of staff, they will normally be informed, unless you specifically request otherwise, although this may limit the extent of further investigation.

How are Comments, Compliments and Complaints recorded?

- We will record all Comments, Compliments and Complaints we receive (whether verbal or written) so that we can monitor the types of problems occurring, how best to resolve them and how long we are taking to deal with them.
- Compliments can provide positive feedback to our staff and help us to improve the way we work.

There are 3 steps to the Complaints Procedure. You may not have to go through all of these. It will depend on how satisfied you are with our response at the end of each stage.

Stage 1

- If you feel able to do so, please take up your concerns with the person with whom you have been dealing. They are often better placed than anyone else to resolve the problem.
- If you do not feel you can complain directly to that person, please refer your concerns to their manager. You can find out who this is by contacting our office. If you say that you want to make a complaint, we will ensure you get to speak to the right person.
- **Let us know what the problem is and how it came about.**
- Your complaint will be acknowledged within 3 working days by the person best able to deal with your complaint who will speak to you to discuss possible solutions. Most complaints are resolved at this stage. Once our investigations are completed, we will write to you explaining the outcome within 20 working days (unless a longer time-scale has been agreed with you).



Stage 2

- If you remain unhappy at the end of Stage 1, please write to the **Chairperson of the Board of Trustees** at our registered office address within 20 working days setting out your reasons and what outcome would satisfy you. The letter and envelope should be marked 'Personal and Confidential'. It will be forwarded to the Chairperson unopened.
- In the event of the Chairperson being absent through holiday or illness, the correspondence will be forwarded to a nominated member of the Board of Trustees.
- Your complaint will be acknowledged within 3 working days and you will be kept informed of progress. The Chairperson/nominated member will write to you explaining the outcome within 20 working days (unless a longer timescale has been agreed with you).



Stage 3

- If you still remain unhappy, please write to the Chairperson within 20 working days requesting a review and setting out your reasons.
- A **review panel** made up of 3 Trustees (but not the Chairperson) will meet within 20 working days of your request (unless a longer timescale has been agreed with you).
- You will be invited to attend a meeting and will receive at least 7 days notice of the time and place. You may attend the meeting accompanied by a representative if you wish, who may speak on your behalf if you feel unable to do so.
- You will receive a letter from the review panel explaining their findings and recommendations within 7 days of the meeting.

Other help

You can also contact:

1. **The Commission for Social Care Inspection**
at Baltic House,
Tyne Dock,
South Shields,
Tyne and Wear.
NE34 4P5 Tel: (0191) 497 4220

2. **Gateshead Council**
at Community Based Services
Civic Centre
Regent Street
Gateshead
NE8 1HH Tel: (0191) 433 3000

3. Your local **Member of Parliament** or local Councillor or
Ombudsman.

4. or ask for advice from an organisation like
Gateshead Citizens Advice Bureau. Tel: (0191) 477 1392

The leaflet is available on Gateshead Crossroads Caring for Carers Website.

How to Contact Us



By Post:

Gateshead Crossroads Caring for Carers
St. Joseph's Old School
Smailes Lane
Highfield
Rowlands Gill, Tyne and Wear
NE39 2DB



Telephone: 01207 549 780



Minicom: 01207 549 098



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