

RYEDALE CARERS SUPPORT

COMPLAINTS PROCEDURE

Ryedale Carers Support aims to provide its carers, dependants and volunteers and other organisations /groups with the best possible service.

However we recognise that from time to time there could be occasions when users of our services may not be happy with some aspect of our work. It may be felt that the quality or level of service provided falls short of reasonable expectations.

Your continued involvement with our organisation and your goodwill and trust are greatly valued by us. If you have a complaint to make we would like you to tell us about it. Following receipt of a complaint, however minor, all actions taken to deal with the complaint will be recorded in a Complaints Book.

When should I complain?

- If any of our services have not reached the standard you expect.
- If you feel a member of our staff has treated you badly or unfairly
- If we do not do something we have promised to do.
- If you are unhappy about anything else we have (or have not) done.

You may also want to compliment us when we've helped you in a particular way, or when we have done more than you expected of us.

What you can expect from RCS

- To investigate your complaint carefully and thoroughly.
- To write back to you an acknowledgement within 10 working days.
- Our staff will be polite and give their name when speaking to you.
- Our letters will be written in everyday language, avoiding jargon.
- You will not be treated any less favourably as a result of complaining about our services.

How do I make a complaint?

You may be able to resolve the complaint by taking it up verbally with the individual with whom you have been dealing.

Stage 1

If you cannot resolve the problem there and then, you can contact the Chief Officer. RCS prefer to receive complaints in a written form, but we will also deal with verbal complaints. If you would like assistance, an independent organisation such as Advocacy Alliance (01723 363910) may be able to help.

What should I include in my complaint?

- details about what has gone wrong or has not been handled properly
- the name of the person to whom you first or spoke, and when
- copies of any correspondence or documents about your complaint
- how you would like us to resolve your complaint

What will happen next?

We will send you a written acknowledgement within 10 working days. We will try to give a full written reply within 28 days of receiving the complaint, if this is not possible, we will write explaining why and telling you when you can expect a full reply. We recognise that each complaint is different and must be dealt with in a way appropriate to the circumstances.

Stage 2

What if I am not satisfied with the initial response?

If you are not satisfied with the initial response to your complaint, you should write to the Chair of trustees.

Stage 3

What if my complaint has still not been resolved?

Once your complaint has been fully dealt with by Ryedale Carers Support, if you are not satisfied with the outcome you can refer your complaint to the **Local Government Ombudsman (LGO)** and ask for it to be reviewed. The LGO provides a free, independent service. The LGO Advice Team can be contacted on 0300 061 0614, email advice@lgo.org.uk , website www.lgo.org.uk

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at CQC, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA, tel 03000 616161, website www.cqc.org.uk/contactus.cfm

What can I expect?

We aim to give a high standard of service but unfortunately there may be occasions when we make a mistake. If this happens, you can expect any or a combination of the following:

- an apology;
- an explanation;
- an assurance that the same mistake will not happen again;
- details of the action taken to put things right;

Users' views

One of the best ways we can continue to improve our services is by listening and responding to your views. As well as learning from your complaints, we welcome any comments or suggestions you may have on how we can improve. Equally, we would like you to tell us when we get it right to ensure we can maintain our good practices. Please send your comments to Ryedale Carers Support, The Old School, Tinley Garth, Kirkbymoorside, York YO62 6AR