

Complaints Procedure for Carers

Wandsworth Carers' Centre makes every effort to provide a quality service to Carers. However we acknowledge that sometimes things may go wrong, mistakes may happen, or misunderstandings take place.

One way of helping us ensure the quality of our service provision is to make a complaint if you are unhappy.

If something has gone wrong we want to know so that we can take action to remedy the situation.

We aim to ensure the complaints procedure is easy to use, that it does not exclude anyone who wants to complain, and we aim to deal with complaints quickly. The procedure is explained overleaf.

All complaints are dealt with **confidentially** and all documents relating to a complaint are kept in a separate complaints file.

Making a Complaint – Stage 1

- Complaints forms are available at reception, or can be emailed to you. Please ask any member of staff for a form and, if completing a paper form, an envelope to put it in. Address your complaint to the Senior Leadership Team (SLT), and mark it as confidential. If we email you the form we will confirm the return email address.
- If you wish, you can speak to or meet a member of the SLT without completing a complaints form. A friend can accompany you to any meeting.
- After receiving the complaint, a member of the SLT will aim to contact you within 5 working days where possible, and in any case within 10 working days.
- If you have not completed a complaints form a member of the SLT may fill in the form after speaking with you and if you are happy with its contents you will be asked to sign it.
- A member of the SLT will investigate the complaint and may be able to give you a verbal response when you talk together. If more time is needed to investigate your complaint, you will be advised of what steps will be taken and when you can expect a response.
- A member of the SLT will send you a letter detailing the facts of the case, any further evidence that has been obtained, the outcome of the complaint and what steps you can take if you are not satisfied. If you prefer, this can be done verbally with a written record kept on the complaints file.

- If the matter is not resolved the complaint will progress to Stage 2. A member of the SLT will immediately refer the case to the Chief Executive who will review the complaint.
- Where the complaint is against the Chief Executive the same procedure will be followed, but with a member of the Board of Trustees substituting for the Chief Executive role at all stages.

Complaints – Stage 2

- The Chief Executive will review the complaint, and may seek further clarification from any of the parties involved. This may include discussing the complaint with you over the phone or in person. A friend can accompany you to any meeting.
- If the matter is not resolved the complaint will progress to Stage 3. The Chief Executive will immediately refer the case to the Board of Trustees who will review the complaint and follow the below procedure.

Complaints – Stage 3

- The Chair of the organisation will appoint a subcommittee consisting of three members of the Board of Trustees. The subcommittee will, as far as is practicable, achieve a balance in accordance with the Centre's Equality & Diversity policy.
- The convenor of the subcommittee will notify you that they are dealing with the matter and when you can expect an outcome, which should be within 15 working days of notification that you want to proceed to stage 3.
- The sub-committee will review the initial complaints proceedings (stage 1) and may seek further clarification from any of the parties involved. This may include interviewing you over the phone or in person. A friend can accompany you to any meeting.
- The subcommittee will notify you of their decision and the reasons for the decision within 15 days of having received the complaint – unless they notify you of a reason for any delay.

The decision of the complaints subcommittee is final.