

Making a complaint

If you have a complaint or issue you want to raise about our service please use our complaints procedure explained in this leaflet.



What is a complaint?

We recognise that comments about our service are an important part of feedback and help us to improve our provision for carers.

Some comments may be negative and can form a complaint about our service.



How to complain

You should first speak to the individual concerned or their manager and try and resolve the complaint informally. Staff and volunteers are required to give their name and the name of their manager if requested.

If the matter is not resolved you should make the complaint formal by outlining the details in a letter, email or audio tape and send to The Manager at Carers Leeds.

If the complaint is about the manager the complaint should be addressed to the Chair of the Board of Trustees, Carers Leeds, 6-8 The Headrow, Leeds LS1 6PT.

If you are dissatisfied with the response to the complaint you can appeal in writing. The appeal will be considered by a panel convened for the purpose. This panel will be restricted to people who have had no previous involvement in the complaint and will include a member of the Board of Trustees.

What you can expect

- Complaints will be investigated fully and fairly.
- Complaints will be dealt with in confidence unless other another person could be put at risk by matters referred to in the complaint.
- If you are not happy with the result of the response you have the right to appeal.
- Complaints regarding the way we deal with child or adult welfare and safeguarding fall within our policy, as do complaints about equal access to the service. We are committed to implementing our child and adult safeguarding policies and equality and diversity policies.
- We endeavour to respond to complaints within specified time limits and if this cannot be achieved for any reason the complainant will be kept fully informed in writing.
- At all stages you can involve an advocate, friend or someone to support you.

Inappropriate complaints

Most complaints give useful feedback to us on our service. However Carers Leeds has a responsibility to protect its staff from people who behave in a way which is abusive or malicious and to avoid inappropriate use of our resources through dealing with such behaviour.

Examples of behaviour where the complaint will not be investigated:

- Abusive or threatening behaviour—whether in person or in writing.
- Persistent telephone calls, emails or letters on the same issue.
- Persistent verbal complaints that cannot be resolved.

More Information

Chief executive

Val Hewison

Chair

Charlie Foote

Contact information

Carers Leeds

6-8 The Headrow

Leeds

LS1 6PT

0113 246 8338

info@carersleeds.org.uk

www.carersleeds.org.uk