



Complaints Policy

Approved: This policy is currently in draft pending Board approval

To be reviewed:

Championing Social Care aims to provide the best possible service to all with whom we engage. However, we recognise that from time to time there may be occasions when our work falls below the standard you may expect.

We greatly value your continued good will and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance, please raise a complaint directly with the member of staff concerned.

Our more formal complaints procedure below explains how you can raise your concerns where informal communication has not resolved the problem.

This is what you should do

The complaint should be made either in person, or by telephone, letter or email to the Director who will acknowledge, in writing within ten working days, the receipt of any complaint. If the complaint is about the Director, the complaint should be addressed to the Chair (marked 'confidential'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

This is what CSC will do

The Director (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Director (or Chair) will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustee Board members.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Director (or Chair) will keep the Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

If you have a complaint, contact:

Championing Social Care
Metropolitan House
3 Darkes Lane
Potters Bar EN6 1AG
+44 (0)7471 036974
info@championingsocialcare.org.uk

Please also let us know if you are happy with CSC's services