

People in Action

The Old Fire Station
Gipton Approach, Gipton
Leeds, LS9 6NL
Phone: 01132443729



Complaints Policy & Procedure

Purpose

- People In Action operates an effective mechanism for the receipt, recording, investigation and resolution of all complaints
- The arrangements for investigation of complaints are fair and transparent.
- Complaints and suggestions from members (service users) or their relatives are a valued source of information regarding the quality of our service, and are a primary source of information regarding possible abuse.
- Care Quality Commission and Local Government Ombudsman guidelines are adhered to.

Scope

- Members or group members
- Families/Carers
- Other professionals outside agencies.
- All employees.

Policy

- In all cases complaints and concerns shall be treated seriously in a sensitive and confidential manner.
- Complaints and suggestions must be handled in such a way as to first of all reach a satisfactory outcome with the complainant, and to turn a potentially difficult problem into a source of quality improvement.
- A copy of the complaints procedure will be given to all members and their representatives at the beginning of the service, and copies will also be made available throughout the service and on People In Actions website
- All complaints will be investigated by a person not related to the immediate source of the complaint.
- All complaints, suggestions and compliments, will be held centrally and will be regularly reviewed and analysed. The summary will be regularly considered by the Senior Management Team for quality assurance purposes.

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- Compliments will be recorded centrally and made available for all parties to read, also on the personnel file of any member of staff individually complimented.
- Employees who are the subject of a complaint should not communicate directly with the complainant unless accompanied by a senior member of staff, unless requested directly to do so by the complainant.

Principles

With all complaints People in Action will;

- Listen carefully to your concerns
- Be polite and helpful
- Deal with your complaint fairly and efficiently
- Admit any mistakes we have made, put matters right whenever possible and learn from the investigation
- Try to help you find the right organisation if we cannot deal with the complaint ourselves
- Consent and confidentiality will not be compromised during the complaints process unless there are professional or statutory obligations that make this necessary, such as safeguarding

Procedure

You should try and to make your complaint as soon as possible after the event or events have happened. However, the time limit for a making a complaint is normally 12 months from when:

- The event happened, or
- You first became aware of it

If you have missed both of these deadlines, you may still be able to complain if you have a good reason and it is still possible to investigate the complaint fairly and effectively.

There are three steps you can take to address your problem;

1. Speak to someone informally
2. Make a formal complaint - A complaint can be made; by telephone; in writing; by

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email; or in person.

- You might not want your identity known to those whom we will need to talk to investigate your complaint. If so, please let us know at the start. If you don't tell us who you are, we will investigate your complaint but we won't provide you with a response.

Below gives you guidance of who would be responsible depending on the situation;

- If the complaint is about a group member, take your complaint to the group leader
- If the complaint is about a support worker, member of staff within the group or a volunteer, take your complaint to the manager of this service.
- If the complaint is about one of the service managers, take your complaint to the Operations Manager.
- If your complaint is about the Operations Manager, please take your complaints to the Chief Executive.
- If your complaint is about the Chief Executive, please take your complaint to the Board of Trustees.
- If you are unsure who to complain to, you can call People In Action's office on 0113 244 3729

- Complaints can be made to:

People in Action, The Old Fire Station, Gipton Approach, Leeds, LS9 6NL

0113 244 3729

- The complaints procedure and complaints form is available on People in Actions website www.peopleinaction.org.uk
- Within 5 working days of receipt of the complaint, the relevant person will acknowledge the receipt of the complaint in writing
- The person dealing with the complaint may contact the complainant by phone or in writing to ask for further information to be provided in writing
- The complainant will be updated in writing about the progress of the investigation
- All reasonable endeavors will be made by People In Action to ensure all complaints are resolved within 28 working days of the complaint being made.
- The complainant will receive a written response from People In Action, detailing how the complaint has been resolved.

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- Where the evidence of malpractice or the complaint is an event that requires notification, People In Action will immediately notify the CQC, The Police, The Disclosure and Barring Service or Safeguarding as appropriate.
 - A full written record of the nature of each complaint and details of the action taken as a result of the complaint, is kept centrally on a secure database for easy access
 - People In Action has a quality assurance system in place to analyse and identify any patterns in complaints and trend analysis is conducted continuously.
3. Complainants have the right to refer their complaint to the Local Government Ombudsman if they are unhappy with the outcome of the investigation.
- T: 0300 061 0614
 - E: advice@lgo.org.uk
 - W: www.lgo.org.uk
 - The Local Government Ombudsman, PO Box 4771, Coventry. CV4 0EH
- Where the complainant has escalated the complaint to the Local Government Ombudsman, People in Action will cooperate with any independent review or process.

Staff contacts

Sherieda Joseph – Changing Lives Service
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Danielle Martin – Play Fun Learn
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Danielle Martin – Personal Health and Wellbeing
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Charlie Meikle – Count Me In
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Jacopo Roncone – Registered Manager / Count Me In
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