



COMPLAINTS POLICY AND WHAT TO DO IF YOU HAVE A COMPLAINT

1. INTRODUCTION

- 1.1 Connex Community Services (CCS) aims to provide service users with fair and high quality services within its stated aims and priorities.
- 1.2 However, if it is felt that CCS has failed to provide this standard of service, we would like to know.
- 1.3 If a complaint is made about a CCS service, we will try to respond positively and use the opportunity to learn and improve our service.
- 1.4 Some elements of the procedure involve written letters. If for any reason there is any difficulty with reading or writing English, other communication methods can be used, for example, a recording or a translation into another language. Please contact the CCS office if more information is required.
- 1.5 CCS aims to create an environment in which people using our services, including staff and volunteers, feel comfortable and free from oppressive attitudes and surroundings and treat each other with courtesy and respect.

2. SCOPE

This policy and following procedure is for individuals and organisations that use CCS's services.

3. ROLES & RESPONSIBILITIES

3.1 This is what you, the service user, should do:

- 3.1.1 If you have a simple comment or suggestion on how we could improve CCS's services, rather than a complaint, please telephone or write to: The Chief Executive, 16 Eagle Parade, Buxton, SK17 6EQ, Tel 01298 23970 **or**: The Chief Executive, CCS, Compton Offices, King Edward Street, Ashbourne DE6 1BW, Tel 01335 348602
- 3.1.2 If you have a complaint about a failure to provide a fair, high quality or sufficient level of service, please write to the Chief Executive at the appropriate office (contact details above), explaining your complaint fully.
- 3.1.3 If you feel your complaint has not been resolved satisfactorily, please contact the Chair, Board of Trustees, CCS, 16 Eagle Parade, Buxton, SK17 6EQ.

3.1.4 If writing, please mark the envelope 'CONFIDENTIAL'. To progress any complaint, we will need your name, a contact address and a telephone number. You should receive a letter within 7 days to show that the Chair has received your complaint and is dealing with it.

3.2. This is what CCS will do:

3.2.1 Within 7 days of receiving a written complaint, the Chief Executive, or the Chair, will write to acknowledge your complaint.

3.2.2 The Chief Executive or the Chair will investigate the circumstances leading to the complaint.

3.2.3 The Chief Executive or the Chair will communicate the result of the investigation to you in writing within a reasonable time – normally 21 days.

3.3 If you are not satisfied with the result of the investigation:

3.1 You have the right to put your case personally to CCS's Board of Trustees.

3.2 You may take someone with you if you wish, and you will be given at least 7 days notice of this appointment.

3.3 If your complaint concerns one of our CQC regulated Services you have the right to contact the Care Quality Commission:

Care Quality Commission
CQC East Midlands
Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA

Or e-mail: enquiries@cqc.org.uk www.cqc.org.uk

3.3.1 You also have the right to contact Derbyshire County Council

Adult Care Complaints Administrator
Derbyshire County Council
County Hall
Matlock
Derbyshire
DE4 9BR

Tel: 01629 532236

4. LEGISLATION CONSIDERATIONS

No specific considerations are noted.

5. IMPACT ASSESSMENT

5.1 FINANCIAL

No specific impacts are noted.

5.2 EQUAL OPPORTUNITIES

This policy applies to all clients equally.

5.3 STAFFING

All clients, staff and volunteers will be made aware that there is a Complaints Policy in place.

5.4 ENVIRONMENT

No specific impacts are noted.

5.5 HEALTH & SAFETY

No specific impacts are noted.

The remainder of this page is
intentionally left blank