

Stage Three - To the Secretary of the Board of Trustees

If you are still not satisfied you can ask for your complaint to be heard by the Secretary of the Board of Trustees. You may submit your views in writing or you may request to meet with the Secretary in person in order to put your point of view. The decision made by the Board is the final point of decision-making within the Care & Repair structure.

Monitoring of Complaints

The Board of Trustees is responsible for monitoring the performance of Care & Repair's service delivery, and receives regular reports regarding client feedback and any improvements to service delivery introduced as a result.

Other Support and Assistance

If you need help and support in making the complaint, the following advocacy services are available in Leeds:

Leeds Citizens Advice Bureau:

Tel: 0113 223 4400
www.leedscab.org.uk

Advonet provides information on advocacy services in Leeds:

Tel: 0113 244 0606
www.advonet.org.uk

Age UK Leeds:

Tel: 0113 389 3000
www.ageukleeds.org.uk

Leeds Advocacy provides advocacy support for adults with learning disabilities:

Tel: 0113 244 0606
www.leedsadvocacy.org.uk

Voluntary Action Leeds provides a directory of advocacy services:

Tel: 0113 297 7920
www.val.org.uk

Care & Repair is an independent Home Improvement Agency, helping older people, disabled people and people on low incomes to live in safe, secure, well maintained, warm and adapted homes. It is an Industrial and Provident Society with charitable status - registration number 25858R.

Care & Repair is committed to the furtherance of equal opportunities in employment, service delivery and board representation.

For further information, please contact:

Care & Repair Leeds, 323 Roundhay Road, Leeds LS8 4HT

Tel: 0113 2406009 Fax: 0113 2493349

Email: enquiries@care-repair-leeds.org.uk

Website: www.care-repair-leeds.org.uk



Client Information Guide

Improving the health and wellbeing of older people, disabled people and people with health conditions throughout Leeds.



Language Statement

If you do not speak English and need help in understanding this document, please telephone the number below and state the name of your language.

We will then put you on hold while we contact an interpreter.

Tel: 0113 2406009

Bengali

যদি আপনি ইংরেজীতে কথা বলতে না পারেন এবং এই দলিলটি বুঝতে পারার জন্য সাহায্যের দরকার হয়, তাহলে দয়া করে নিচের নম্বরে ফোন করে আপনার ভাষাটির নাম বলুন। আমরা তখন আপনাকে লাইনে থাকতে বলে কোন দোভাষীর (ইন্টারপ্রিটার) সাথে যোগাযোগ করব।

Hindi

यदि आप इंग्लिश नहीं बोलते हैं और इस दस्तावेज़ को समझने में आपको मदद चाहिए, तो कृपया नीचे दिए गए नंबर पर फ़ोन करें और अपनी भाषा का नाम बोलें। उसके बाद जब तक हम किसी दुभाषिण (इंटरप्रिटर) से संपर्क करेंगे, हम आपको होल्ड पर रखेंगे।

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇੰਗਲਿਸ਼ ਨਹੀਂ ਬੋਲਦੇ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਸਮਝਣ ਲਈ ਸਹਾਇਤਾ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਵਾਲੇ ਨੰਬਰ ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਅਤੇ ਅਪਣੀ ਜ਼ਬਾਨ ਦਾ ਨਾਂ ਦੱਸੋ। ਫੇਰ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇੰਟਰਪਰਟਰ ਨਾਲ ਕਹਾਂਗੇ ਤਾਂ ਜੋ ਅਸੀਂ ਕਿਸੇ ਇੰਟਰਪਰਟਰ (ਦੁਬਾਸੀ) ਨਾਲ ਸੰਪਰਕ ਕਰ ਸਕੀਏ।

Urdu

اگر آپ انگریزی نہیں بولتے ہیں اور اس دستاویز کو سمجھنے کیلئے آپ کو مدد کی ضرورت ہے تو براہ مہربانی نیچے دیئے گئے نمبر پر ٹیلی فون کریں اور اپنی زبان کا نام بتائیں۔ اس کے بعد ہم آپ سے انتظار کرنے کا کہہ کر آپ کیلئے کسی ترجمان سے رابطہ کریں گے۔

Cantonese

如你不懂說英語而需要協助以明白本文件，請致電下列電話號碼並說明你的母語。我們將會請你稍候以聯絡口譯員。

Who Can Use The Complaints Procedure?

Any individual, organisation or their representative who has had contact with Care & Repair can use this complaints procedure.

What Issues Are Covered?

The procedure is designed to hear complaints about any failure in the quality of our services.

How Is The Procedure Monitored?

The outcome of all complaints handled under stages 1 to 3 of the procedures is reported to the Board of Trustees of Care & Repair on a quarterly basis. The Complaints Log will be available at each Board meeting for Trustees to view.

Expressing Concern

As a first step, we ask you to contact the agency member of staff who has been working with you and explain your concerns. It is anticipated that most areas of concern will be resolved and put right with immediate effect through these contacts. If that person is unable to resolve your concern, or if your concern is about that member of staff, then you may wish to instigate the complaints procedure.

Stages In The Complaints Procedure

Stage One - To The Manager Of The Relevant Service

You can telephone, write or email your complaint to the Manager responsible for the service area your complaint relates to. If you make your complaint over the telephone, a written record of the complaint will be created, which you will be asked to sign. Your complaint will be acknowledged by letter or telephone, and within 14 days you will be sent a letter explaining the result of the investigation or, if the matter is more complex, we will let you know how the investigation is progressing and when you can expect an answer.

If your complaint is about the Manager of the service area, then send it to the Chief Executive at the agency's office address.

Stage Two - To The Chief Executive

If you are not satisfied, you should refer the issue to the Chief Executive at the agency's office address. The complaint should be written, (though not necessarily by you) and agreed (signed) by you. It should be marked 'Private and Confidential'. You should expect a written response within 14 days.

Compliments

If you have been pleased by the quality of service you have received from any team or individual, please contact the office on 0113 2406009 or write a note to us at the address on the back of the booklet and we will pass on your comments.

Comments

Your feedback is very important to us and helps us to shape the services we offer.

Get Involved

Why not join our distance focus group and play an active part in how we do things from the comfort of your own home? If you would like to be involved please telephone us on 0113 2406009.

Complaints Procedure

Care & Repair is committed to providing quality services that are responsive to our service users, and to being helpful and courteous to all those who use its services. We aim to provide good advice, support and assistance as well as speedy replies to any enquiries. As part of our commitment to improving our services, we seek and welcome views from all our customers and stakeholders. Our

customers are people who use Care & Repair services themselves, who are the carers or family of people who use our services or who refer clients to Care & Repair in an employed or volunteer role. Stakeholders include staff and volunteers, contractors delivering works for Care & Repair customers, commissioners, funders and other local agencies. Our first aim is to give no cause for complaint, but our second aim is to ensure that we hear about any occasions when our service is not up to standard so that we can improve. We therefore offer the following Complaints Procedure to ensure that any problem is dealt with properly and fairly. The procedure is designed as a series of stages. If you are not satisfied with the response at any stage, you should take your complaint to the next stage. At all stages of the procedure we will take into account any special needs you have in expressing your complaint. You may ask a friend or advocate to assist you. We want to try and bring any dispute to a speedy and friendly conclusion. At all stages, we will be looking to reach an agreement.

Care & Repair Leeds, 323 Roundhay Road, Leeds LS8 4HT

Tel: 0113 2406009 **Fax:** 0113 2493349

Email: enquiries@care-repair-leeds.org.uk

Website: www.care-repair-leeds.org.uk

What You Can Expect From Our Staff:

- Our staff will respond in a prompt and efficient manner to any requests for assistance.
 - If we are visiting you in your home we will always make an appointment and carry identification with us.
 - You will always be given a name and contact number of the person visiting you and a description of how we will help you.
 - We will always obtain your permission to contact other people or agencies on your behalf.
 - Copies of relevant documents will be given to you.
 - We will treat all personal and sensitive information received in a discreet and confidential manner.
- You have the right to see any information we have recorded about you, which may include any correspondence, estimates, plans etc.
 - We will tell you details of the work to be carried out.
 - We will make you aware of any work that you need to pay for and get your permission to proceed with it.
 - At the end of the process, we will send out a survey for you to complete, which gives us information about how we can improve our services.

Care & Repair adopts a person centred approach to service delivery. As a client of Care & Repair you may request a review of the service you are receiving or your support plan at any time. Please speak to your caseworker about this.

We give advice about other services that are available and make referrals where appropriate. We have staff who can speak Urdu, Punjabi and Bengali and we also have access to interpreters who speak other languages.

We can check that you are receiving your full entitlements to benefits.

We are developing new services based on a social enterprise model, all aimed at helping people to live independently.

Client Responsibilities Acceptable Behaviour

Care & Repair expects that their staff and other people sent by the agency, such as contractors, should be treated with respect. Violent, abusive, discriminatory and other forms of unacceptable behaviours will not be tolerated and could result in the withdrawal of our service.

Disruption To Decoration

Although care will be taken to keep disruption to a minimum, internal decorative finishes that are affected by any work arranged by Care & Repair are your responsibility, unless otherwise stated.

Client Information Changes To The Service

If at any time you wish to review or change any aspect of the service that you are receiving from Care & Repair, please contact the caseworker who has visited you.

Protection From Abuse

Care & Repair believes that everyone has the right to live their life free from fear, abuse and neglect. We acknowledge that safeguarding children and vulnerable adults is “everybody’s business” and we are committed to playing an active role in safeguarding people in Leeds, particularly users of our services. Our staff are trained and supported in recognising and reporting incidents of abuse. We have a robust safeguarding policy and procedure - you may ask your caseworker for a copy of this. If you or anyone you know is experiencing any kind of abuse, you can either talk to your caseworker for help and advice or you can contact Leeds Adult Social Care on 0113 2224401.

Equal Opportunities Statement

Care & Repair recognises that Britain is a diverse society and believes that no person or group should suffer discrimination on the basis of age, visible or invisible disability, race, colour, ethnic or national origin, religion and belief, gender, sexual orientation, marital status, domestic responsibility, pregnancy and maternity, unemployment or trade union activity. It also supports the Declaration of the Rights of People with HIV and AIDS. Care & Repair therefore declares its intention to work for the furtherance of equal treatment in employment, service delivery and Board representation.

Additional information

The following organisations can offer help and advice on any kind of discrimination and equality issues.

Leeds City Council Equality Team

Tel: 0113 2474190

Leeds Advocacy - Advonet

Tel: 0113 2440606

Age UK Leeds

Tel: 0113 3893000

The Home Office Commissions And New Equalities Advisory Services

Tel: 0800 444205

Data Protection Policy

We will use information given by you to access the advice and services you require. To achieve this, we may disclose this information to other organisations, but will only do so when necessary. We may contact you about other services or projects that may be of benefit to you. If you wish to see the information we hold about you please complete a Subject Access Form, which is available from our office, and return it together with a payment of £10. This policy complies with the Data Protection Act of 1998. If you need any further information about your rights under Data Protection Act please contact the Chief Executive.

Compliments, Comments & Complaints

We Want To Hear From You.

We are constantly trying to ensure that we are delivering the best possible services and it is important to us to listen to what you have to say. We want to know what you think about us, our services and the way we deliver them.