



# Client Complaints & Procedure Policy

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# CLIENT COMPLAINTS POLICY & PROCEDURE

## 1. Introduction

Care & Repair (Leeds) is committed to providing quality services, which 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 an organisation we want all our service users and employees to feel included, so that everyone can add value and fulfil their potential without fear of discrimination due to their gender or sexual orientation, gender reassignment, race, sexual orientation, marriage & civil partnership, religion or belief, pregnancy or maternity, disability, or age.

We recognise and celebrate diversity and ensure that all views are listened to and heard. We see ourselves as an inclusive organisation and pride ourselves in the different communities that we recognise - including our support of LGBT+ clients.

As part of our commitment to improving our services, we seek and welcome views from all our clients and stakeholders. Our clients 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.

## 2. Aims

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.

## 3. The Procedure

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 consider 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 is committed to providing equal opportunities in employment and being a fair and reasonable employer for all members of staff.

As part of this commitment, where any concerns are raised about the quality of service provided by a member of staff, that member of staff will be informed of the outcome of the investigation as soon as the outcome has been communicated to the client.

### **3.1 Who Can Use the Complaints Procedure?**

- Any individual, organisation, or their representative, who has had contact with Care & Repair (Leeds) can use this Complaints Procedure.

### **3.2 What Issues are covered?**

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

### **3.3 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.

## **4 Expressing Concern**

As a first step, we ask you to contact the 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.

## **5 Stages in the Complaints Procedure**

### **5.1 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 to which your complaint relates. 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. 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 you should send it to the Chief Executive at Care & Repair's office address.

### **5.2 Stage Two – To the Chief Executive**

If you are not satisfied, you should refer the issue to the Chief Executive at Care & Repair'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.

### **5.3 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 (Leeds) structure.

## **6 Monitoring of Complaints**

6.1 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.

## **7 Other Support and Assistance**

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

- Voluntary Action Leeds provides a directory of advocacy services:  
Tel: 0113 297 7920 (<https://www.valyouleeds.co.uk>)
- Advonet provides information on advocacy services in Leeds: Tel: 0113 244 0606  
([www.advonet.org.uk](http://www.advonet.org.uk))
- Age UK Leeds: Tel: 0113 389 3000 ([www.ageukleeds.org.uk](http://www.ageukleeds.org.uk))
- Leeds Citizens Advice Bureau: Tel: 0808 2787878 ([www.leedscab.org.uk](http://www.leedscab.org.uk))

8 Care & Repair (Leeds) is an independent Home Improvement Agency helping older people, disabled people, and people on low incomes to live independently in their own homes. We are committed to providing equal opportunities in employment, service delivery, and Board representation.

**We are a [Registered Society](#) with charitable status – registration number 25858R**

## **9 Review Arrangements:**

This Policy will be reviewed after 3 years, or sooner if required by changes in legislation.

## **10 References:**

## **11 Appendices:**

## **APPENDICES:**