



Hillingdon Carers

COMPLAINTS PROCEDURE

Last Review: January 2018

Update By: January 2020

Approved By Chair:

A Company Limited by Guarantee
Registered in England & Wales No. 04041290
Registered Charity No. 1082297

Hillingdon Carers COMPLAINTS PROCEDURE

At Hillingdon Carers we try to give each carer the very best service. Occasionally things can go wrong. We aim for most complaints to be dealt with informally to the satisfaction of the complainant. However, if this is not possible the following procedure is how a complaint will be investigated.

1. What is a complaint?

A complaint is an expression of dissatisfaction about a service provided by Hillingdon Carers or a member of staff, volunteer or sessional worker.

2. How does Hillingdon Carers complaints procedure work?

Stage 1

You can make a complaint in a variety of ways:

- In person at Hillingdon Carers offices
- By telephone
- Letter or email to the Chief Executive

All complaints will be acknowledged in writing by the Chief Executive or Deputy within five working days.

On receipt of a complaint the Chief Executive or Deputy will contact the complainant to clarify the issues raised, where necessary, and make an appointment to meet them if required. Details of all contact and discussions with the complainant will be fully recorded.

The complainant will be given a copy of Hillingdon Carers Complaints Procedure and advised of what will happen next and in what time scales.

Hillingdon Carers will write to you within twenty five days with a full reply, or if a more detailed investigation is needed a progress report will be sent to you.

Stage 2

If you are still unhappy with the action we have taken, [you can appeal and have your complaint referred to the Chair of the Board of Directors. Such appeal should be made [in writing][by the variety of ways referred to at Stage 1] within [7] days of your receipt of the Chief Executive's or Deputy's full reply.] The Chair of the Board of Directors and a Trustee will examine your appeal thoroughly and review the actions taken to date.

The Chair of the Board of Directors will reply to you in writing explaining either what further action is being taken or that no further action is appropriate. You will receive a reply within twenty five days from the date of the referral of your

appeal to the Chair or, if this is not possible, an estimate of how long it will take to complete the review will be sent to you.

3. How do I make a complaint?

You can make a complaint in the following ways:

In person to Hillingdon Carers

Hillingdon Carers, Luther Bouch House, 126 High Street, Uxbridge, UB8 1JT

In writing to Hillingdon Carers

Hillingdon Carers, Luther Bouch House, 126 High Street, Uxbridge, UB8 1JT
Fax 01895 258062

Online

Email office@hillingdoncarers.org.uk

Telephone

By contacting Hillingdon Carers office on 01895 811206

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