

CHANGING LIVES

FEEDBACK

INTRODUCTION

We do our best to offer a good service to the people we work with, our funders, donors and neighbours. We welcome suggestions, and want to hear about where people think we could have done a better job.

MAKING A COMPLAINT

If you have a complaint about any aspect of our service you should in the first instance speak to a member of staff or project manager, ensuring you clarify the desired outcome of your complaint. They will do their best to resolve your complaint. If you are not satisfied with the outcome you can make a formal complaint by filling in a complaint form and sending it to the complaints manager:

Susan Carr

Changing Lives Central Office, Textile House, Dukesway,
Team Valley, Gateshead NE11 0LF

telephone: 0191 2738891

e-mail susan.carr@changing-lives.org.uk

At all stages you will be informed of what is happening and why. You may wish to use representation or someone to advocate on your behalf.

We aim to respond to your complaint within 5 days, if we are unable to meet this you will be informed and given the reasons.

A copy of our detailed complaints procedure is available upon request.

FEEDBACK

We would like to encourage anyone who feels that a staff member has performed well to let us know, we also welcome feedback on our complaint process. Feedback can be sent to Susan Carr using the above contact details.

How to make a complaint Step-by-step guide

INFORMAL COMPLAINT

Complaints should be made with a member of staff or project manager. If you feel uncomfortable with this you can go directly to the complaints manager and make a FORMAL complaint.

You should say how you think your complaint could be best resolved. Your complaint will be recorded.

FORMAL COMPLAINT

If your complaint cannot be sorted by the above, or if you are not happy with the outcome, a formal complaints form should be completed.

This should be sent to the Complaints Manager. They will get back to you usually within 5 working days and give you the name of the investigating officer.

The investigating officer will investigate your complaint. On completion the investigation the complaints manager will contact you to inform you of the outcome.

You will be contacted or invited to a meeting to discuss the complaint. Notification of the outcome is in writing and normally within 10 working days.

APPEAL

If you are unhappy with the outcome you can appeal against the decision. An appeal form should be completed saying why you disagree with the outcome.

This should be sent to the complaints manager. This will then be passed to a Director who will consider your appeal and respond in writing within 10 working days.

COMPLAINTS TO EXTERNAL BODIES

At any stage during the complaints process you have the right to register your complaint with the appropriate external bodies involved in the commissioning and delivery of the service. The Complaints Manager will, on request, inform you in writing of all appropriate stakeholders relating to the particular project.

For all **Public Health Service** complaints:

address: Complaints Manager, Strategy Directorate, Wellington House, 133155 Waterloo Road, London SE1 8UG

e-mail: complaints@phe.gov.uk

website: <https://www.gov.uk/government/organisations/public-healthengland/about/complaints-procedure>

For all **Care Quality Commission (CQC)** complaints:

website: <http://www.cqc.org.uk/content/contact-us>

telephone: 03000 616161

The **Citizens Advice Bureau** can advise and support you on how to make a complaint, you can visit the website www.citizensadvice.org.uk

If you are unhappy about how your complaint is being dealt with or resolved, you can contact your Local Government Ombudsman, in line with the Localism Act 2011, at any time during your complaint. However they usually give the local council the opportunity to investigate the complaint first.

The contact details are:

address: **Local Government Ombudsman** PO Box 4771, Coventry, CV4 0EH

telephone: 0300 061 0614,

text 'call back' to: 0762 480 3014

website: www.lgo.org.uk

For complaints relating to The Fells and/or TCUK Homes properties, if you are unhappy about how your complaint is being dealt with or resolved, you can contact a "designated person" (your local MP or a local councillor) and if the complaint is still not resolved to your satisfaction you can contact the **Housing Ombudsman**.

The contact details are:

address: Housing Ombudsman, 81 Aldwych, London, WC2B 4HN

telephone: 0300 111 3000

e-mail: info@housing-ombudsman.org.uk

website: www.housing-ombudsman.org.uk

COMPLAINT FORM

Name of person making complaint	
Name of person filling in the form (if different from above)	
Date	
Project	
Contact details (address, email, phone)	
Description of complaint and desired outcome	
How you would like the complaint resolved.	
Signature	

Changing Lives is the operating name of The Cyrenians,



@changinglives_



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