

Compliments, Concerns and Complaints *Service users Procedure*

What you can expect from Sanctuary Trust and its staff teams

- To be treated with courtesy and respect
- To be treated as an individual
- To be listened to
- Respect for your privacy and confidentiality
- To respond to your concerns or complaints, about any of the services you receive, in a prompt and clear way.

If things go wrong, we want to know and we want you to be able to tell us. We will help you to do this.

We welcome all your comments (good or bad), this helps us to improve our service to you.

Don't be afraid to say if you are unhappy with our service or staff. Making a complaint will not affect the support you receive.

You have the right to a member of your family, a close friend or your social worker to be present during any part of your complaint.

Service User Guidelines to Complaints

Principles:

- All service users will be treated equally and fairly.
- All concerns or complaints will be reported to the named Co-ordinator of your service and dealt with informally wherever possible.
- Concerns should be dealt with within five working days, and a record of the outcome made available. If our staff are unable to help, they will confirm the reason for this.
- A formal complaint should be addressed within at least 28 working days and the person informed of any action to be taken.

What is a concern or a complaint?

A concern could be a worry that you have about the service you are receiving from Sanctuary Trust, or about the staff that are supporting you in your project or home.

An example of a concern or a worry you may have is that you are fed up with a member of staff talking to you when you're trying to watch your favourite TV programme or you don't like the way a member of staff speaks to you. Whatever

your concern or worry, we want to know and we want to sort it out if we can. It doesn't matter how many times you tell us your concerns, this only helps us to make sure we provide you with a service that you're happy with.

Complaints are similar to a concern, but are usually more serious. Sometimes a concern that isn't sorted out in the way you think it should be, or it is taking too long to sort out, can then become a complaint. If you are not satisfied with the standard of service you receive, the actions, or lack of action by Sanctuary Trust toward you or other service users, you can complain.

Any allegation of abuse, mistreatment, exploitation or concern considered being serious, e.g. "Joe Blogs hit me" or "my money (or property) has gone missing" would be a complaint.

If you feel you have not been given the same opportunities as everyone else, you could complain. Where you are unsure, you can ask a Key Worker, or a friend to help you.

Procedure:

How to let us know of your concern or to make a complaint.

Talk about your concern or worry with the person who works with you at your project or home. They may be able to solve the problem straight away.

If you feel uncomfortable with that person, or feel unable to talk to them about your concern, then ask to see their manager as soon as possible.

If you would like to ask for the Compliments, Concerns or Complaints form. This is a tear off form included in the service user handbook and is also available on the Sanctuary Trust Web Site:

<https://sanctuarytrust.org.uk/contact/compliments-concerns-and-complaints/>

You may want to ask a friend or relative to do this on your behalf.

You (or your representative) can contact us by calling in, writing or telephoning the Sanctuary Trust offices.

The Project Manager will take all the necessary details from you. We will contact you within five working days, telling you of the action being taken.

What happens next?

If you are not satisfied with the outcome, then you should make a complaint, in writing, to the Area Manager.

You can ask for the Area Manager to look into your concerns or worries from the beginning.

An investigation officer will be appointed by the Area Manager and you will have an acknowledgement within three days of receiving the complaint.

If you are still unhappy after speaking with the Area Manager, you should put your complaint, in writing or ask to see the Executive Director.

A response to the person making the complaint will be made within 14 days.

If you are still unhappy after speaking with the Executive Director, you should put your complaint, in writing or ask to see the Chairperson of the Sanctuary Trust Management Committee. The address to write to is as follows:

A response to the person making the complaint will be made within 28 days.

Private & Confidential
The Chair Sanctuary Trust Ltd
C/O Office 9 Champness Hall
Drake Street
Rochdale
OL16 1PB
Tel.01706 526722

If you are not happy with the way the Sanctuary Trust has dealt with your complaint you may contact

Homelessness Advice Centre
St Alban's House
Drake Street,
Rochdale,
OL16 1UQ
Tel: 0800 027 7769

Conwy County Borough Council
Supporting People Single Pathway
Housing and Regulatory Services
PO Box 1
Conwy
LL30 9GN
Tel: 01492 574215