

The Local Government Ombudsman (LGO)

If you are still not satisfied with the outcome of our investigation you can complain to the LGO who provides a free independent service. You can contact the LGO Advice Team for information or advice, or to register your complaint.

Telephone: **0300 061 0614**

Email: **advice@lgo.org.uk**

Website: **www.lgo.org.uk**

Care Quality Commission (CQC)

You have a right to alert the CQC of any concerns or complaints you have. They are happy to receive information about our services at any time but cannot get involved in or investigate individual complaints.

Care Quality Commission, Citygate, Gallowgate
Newcastle upon Tyne, NE1 4PA

Telephone: **0300 061 6161**

Website: **www.cqc.org.uk/contactus.cfm**

Local Authority

Gateshead Council, Civic Centre, Gateshead, NE8 1HH

Telephone: **0191 433 3550**

Website: **www.gateshead.gov.uk**

Contact us now on 01207 549 780
or visit www.carerstrusttw.org.uk

Improving the lives of carers

Carers Trust Tyne & Wear Crossroads Carer Services

The Old School | Smailes Lane | Highfield | Rowlands Gill | NE39 2DB

Tel: 01207 549 780 Fax: 01207 549 794 Email: info@carerstrusttw.org.uk

Follow us and keep up to date via Twitter  **@CarersTrustTW1**

Registered Charity Number: 1059917 (England and Wales). Company Number: 3245594



Compliments & Complaints

Why do we need a compliments and complaints procedure?

We want the service we provide to be **high quality, responsive and user-led**. In order to achieve this, we need to take account of the views and wishes of the people who use it and having a "compliments and complaints" procedure is one way of doing so.

If you want to make a comment about our service (whether good or bad), we will be pleased to hear from you. Don't think this will affect the service you receive or that you will be thought of as a nuisance by complaining.

Who can compliment or complain?

Anyone who comes into contact with trustees, staff, or volunteers from Carers Trust Tyne & Wear can give a compliment or make a complaint, including service users (both carers and those with care and support needs), their families and friends, other voluntary groups, statutory agencies and members of the public in general.

Our compliments and complaints procedure explained.



What can you do?

Stage 1 - Local Resolution

We hope that the majority of concerns and complaints can be dealt with informally. Speak to a staff member you know, or a Service Manager. They will listen carefully to what you have to say and do their best to sort the matter out.

Stage 2 - Investigation and Report

If you would prefer not to handle your complaint that way, we have a **Complaints Manager** who can meet up with you in person, or you can contact by telephone, email or in writing. You can ask a friend, relative or staff member to help you to do this if you wish.

Our **Complaints Manager** will advise you what further action you need to take and give you information about local advocacy services available to help you.

Contact details for the **Complaints Manager** are as follows:

Name: **Pauline Steele, CEO**

Telephone number: **01207 549 780**

Email address: **paulinesteele@carerstrusttw.org.uk**

If you make a complaint in person or on the telephone, the **Complaints Manager** will:

- make a written record of your complaint
- provide you with a copy of the written record within three working days.

You will be asked to approve the contents of this record and to sign to indicate that you agree with what it says. Your complaint will normally be:

- **acknowledged in writing within 3 working days**
- **responded to within 20 working days.**

Complaints will be investigated by a person who has the right level of knowledge and skill and sufficient seniority to address the issue.

Your complaint will be dealt with in the strictest confidence. If it concerns a member of staff, the person concerned will normally be informed, unless you specifically request otherwise, in which case this may limit the extent of further investigation.

You will be kept informed about the progress of our investigation or you can contact the **Complaints Manager** at any time for an update.

You can also complain to your Local Authority or to the Local Government Ombudsman at any time during the complaint process.

Stage 3 - Review Panel

What if I am not satisfied?

Following the investigation, if you are not happy with our response, you are entitled to have your complaint reconsidered by a review panel consisting of at least two members not previously involved. If you decide to do this, contact the **Complaints Manager** within 20 working days of receiving our investigation response and ask for a review of the decision taken.

You will then be notified in writing with details of the time and place of the review meeting at least 10 working days beforehand, and may attend if you wish. You can bring a friend or relative along with you, or alternatively you may want your friend or relative to attend and speak on your behalf.

We will:

- **acknowledge your request for a review within 3 working days**
- **carry out the review within 20 working days of receiving your request.**

The review panel will let you know in writing of its decision and the reasons for it within **10 working days** of carrying out the review. This is the final stage of our complaints procedure.

This leaflet can be made available in other formats or languages on request.