

CARERS TRUST

Hillingdon

Carers Trust Hillingdon

COMPLAINTS PROCEDURE

Last Review: January 2023

Update By: January 2024

Approved By Chair:

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

Carers Trust Hillingdon COMPLAINTS PROCEDURE

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

1. What is a complaint?

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

2. How does Carers Trust Hillingdon complaints procedure work?

Stage 1

Anyone can make a complaint in a variety of ways:

- In person at Carers Trust Hillingdon 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 Carers Trust Hillingdon Complaints Procedure and advised of what will happen next and in what time scales.

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

Stage 2

If the complainant is still unhappy with the actions we have taken, they can appeal and have the 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 receipt of the Chief Executive's or Deputy's full reply. The Chair of the Board of Directors and a Trustee will examine the appeal thoroughly and review the actions taken to date.

The Chair of the Board of Directors will make contact in writing explaining either what further action is being taken or that no further action is appropriate.

The complainant will receive a reply within twenty five days from the date of the referral of the 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.

3. How do I make a complaint?

Complaints can be made in the following ways:

In person to Carers Trust Hillingdon

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

In writing to Carers Trust Hillingdon

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

Online

Email office@carerstrusthillingdon.org

Telephone

By contacting Carers Trust Hillingdon office on 01895 811206

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