



The Welbeloved Club

Complaint procedure

1. Introduction

We always aim to provide a high standard of care in all our services. Our members' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will tell the Council's adult safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes.

2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may suggest:

First you should speak to Jo Gill, the Manager of The Welbeloved Club – jo@thewelbelovedclub.com

A suggestion box will normally be made available if you would rather make your suggestion that way.

If the suggestion is something that The Welbeloved Club as a whole need to consider you can email it to our board of Trustees:

philip.deeks@hotmail.co.uk

3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence. The Welbeloved Club assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

4. Who can complain?

Anyone affected by the way The Welbeloved Club provides services can make a complaint.

A representative may complain about the affected person if they:

- have died
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

5. How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative

where someone complains orally, we will make a written record and provide a copy of it

- by letter
- by email

6. Anonymous complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

7. Responsibility

The Manager has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

8. How we handle complaints

The Manager at The Welbeloved Club may ask one of the trustees to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we notify you of a different time scale.

When we have finished investigating, we will arrange to speak to you or meet with you to discuss the outcome, and may write to you, with:

- details of the findings.
- any action we have taken; and
- our proposals to resolve your complaint.

9. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than one month later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

10. Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact the Manager and request for your complaint to be addressed by the board of trustees.

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government and Social Care Ombudsman (LGSCO) and ask for it to be reviewed. The LGSCO provides a free independent service.

You can contact the Ombudsman at:

Tel: 0300 061 0614

Website: www.lgo.org.uk

NB: The LGSCO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Review date: 1/7/2020

Philip Deeks



