

## HOW TO MAKE A COMPLAINT FOR CLIENTS AND STAKEHOLDERS

### Quick Guide for Clients

We welcome your feedback to help us improve our services. You may wish to complain about the way you have been treated by us.

**If you are not happy?** Talk to your Support Worker

**Still not happy?** Contact Team Manager (form on page 3)

**Still not happy?** See details below and you will be advised how to take further at the time.

### More Detailed Guide

#### Things you might want to complain about:

- You feel that you have been treated impolitely.
- You are not satisfied with the information, advice or service you (or someone else who has used our services) have been given.
- You (or someone else who has used our services) feel you have been treated less fairly because of your gender, race, disability or another reason.
- You may have been told we cannot provide a service to you.
- You are not satisfied with how we are storing or using your personal information (data).

**We want to know so that we can do something about it. If there is a problem, we want to put it right.**

- Complaints need to be made within 3 months of the incident being complained about.
- Complaints made after 3 months will only be accepted in exceptional circumstances.
- No complaints will be considered that are more than 6 months old, unless the issues have been considered informally prior to the 6 months.

### How to Make a Complaint

1) Speak to your Support Worker if you have one (or the Support Worker of person who you are complaining on behalf of). They will be able to listen to your views and do their best to put the problem right. If you feel you can't do this, or the issue is not resolved with your worker contact the Team Manager, see below for how to contact.

2) If you do not have a support worker or your complaint is regarding an organisational issue or a complaint about a manager, please use the process detailed below.

- **Letter** see contact details on website <http://www.connectionsupport.org.uk/about-us/get-in-touch/> or write to Connection Support, 213, Barns Road, Oxford, OX4 3UT. Please mark the envelope 'Private and Confidential'. You can use the form provided at the end of this leaflet.

- **Email:** [enquiries@connectionsupport.org.uk](mailto:enquiries@connectionsupport.org.uk) .  
Please write '**Complaint: Private and Confidential**' on the subject line.
- **Phone:** Contact details on our website <http://www.connectionsupport.org.uk/about-us/get-in-touch/> or phone 01865 711267 to ask for the relevant person. Ask to speak to a manager. They will write down the details of the complaint and read it back to you.
- If you need help to complete the form or to make your complaint you can get advice from the Citizens Advice Bureau or your local advice centre.

### **What happens once we have received your complaint?**

You will receive confirmation that we have received your complaint within 2 working days.

1. The Team Manager will respond to your complaint within 15 working days either with an outcome or a timescale for outcome.
2. If you are not satisfied with the Team Manager's response, you can take the matter up with the Operations Manager, who will respond within 15 working days either with an outcome or a timescale for outcome (the Chief Executive will respond in their absence).
3. If this does not resolve the matter, you can ask for an appointment with a member of the Board of Directors, or you can write to the Board of Directors. A Board member will respond within one month from meeting/hearing from you.

This Procedure applies to external organisations as well as individuals.

At any stage of making your complaint you can use an advocate to come with you and help you make your views known. This could be a friend, or a worker from another agency or an Advocacy Project.

### **Appeals**

If you are dissatisfied with the outcome of your complaint, you may write to ask for the decision to be reviewed giving your reasons. The Appeal must be made within 10 working days from the date of the Complaint Outcome letter. Appeal requests must be in writing (letter or email) to the addresses overleaf.

### **Information Commissioner's Office (ICO)**

If you have made a complaint about how we store or use your data, you have the right to contact the Information Commissioner's Office if you are unhappy with how we have dealt with your complaint.

The ICO's telephone number is: 0303 123 1113

Web: <https://ico.org.uk/concerns>



**Private and Confidential**

**CLIENT COMPLAINTS FORM**

Please use this form if you want to make a complaint in writing about any part of the service we offer. See contact details on website

<http://www.connectionsupport.org.uk/about-us/get-in-touch/>

or send to Connection Support, 213, Barns Road, Oxford, OX4 3UT

**NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**ADDRESS:**  
\_\_\_\_\_  
\_\_\_\_\_

**Tel Numbers:**  
\_\_\_\_\_

**Email Address:**  
\_\_\_\_\_

Please use this space to tell us about your complaint. (Use an extra sheet if you need to and attach it to this form):

**SIGNED:** \_\_\_\_\_