

CARERS ASSOCIATION SOUTHERN STAFFORDSHIRE**COMPLAINTS POLICY AND PROCEDURE****Purpose:**

To ensure that if complaints occur, they are dealt with effectively. The procedure outlines the actions that will be taken following receipt of a formal complaint.

The Carers Association Southern Staffordshire (CASS) is managed by a Board of Trustees. This Board wishes to ensure that the organisation provides the best possible service and thus welcomes complaints as well as compliments and suggestions, so that the service provided can be monitored.

Scope:

All complaints received.

Responsibility:

CASS Board of Trustees, CASS Chief Officer and all CASS staff

Procedure:

1. If you have a complaint, please contact the Chief Officer by telephoning or writing to:

The Chief Officer
CASS
The Carers Centre
Austin Friars
Stafford ST17 4AP
Tel: 01785 606675 Fax: 01785 220665
e mail: gill.wyatt@carersinformation.org.uk
or
FREEPOST, MID30442, Stafford ST17 4BR

Alternatively, if you would prefer it, you may write to:

The Chairman of the Board of Trustees
c/o the above address.

2. In any event the Chairman of the Board of Trustees will always be informed of your complaint.
3. Receipt of your complaint will be acknowledged within 7 working days.
4. The CASS Chief Officer will arrange a meeting with you, if this is appropriate, to discuss the problem fully. You may bring a friend, advocate or representative if you wish.
5. Following this a full investigation will take place and the CASS Chief Officer will advise you of the result in writing, normally within 21 days of receipt of your complaint or of any meeting with you..
6. If you are not satisfied with the action taken, you can put your case personally to Trustees nominated by the Board of Trustees.
7. If the matter is still not resolved to your satisfaction, the Chairman/Vice Chairman of the Board of Trustees will invite you to a final meeting to discuss the issues

8. The Board of Trustees will regularly monitor the number of complaints received and the reason for any action taken.
9. There is opportunity to stop the process at any time, should you choose to do so

Reviewed: December 2007