

Your views are important to us



Our confidentiality policy

Who are CASS?

The Carers Association Southern Staffordshire (CASS) is an independent organisation providing confidential advice, information and emotional support to carers of any age living within the districts of Cannock Chase, East Staffs, Lichfield, South Staffs, Stafford and Tamworth.

Why comment on our service?

At CASS we are constantly striving to improve our service to you, the carer, and with this in mind, we appreciate your suggestions as to how we can change things for the better.

We would also welcome any comments you would like to make about the service you have received from us.

Compliments are a pleasure to receive, however, your observations are also vital in enabling us to monitor our service and to ensure that we continue to provide the things that you consider to be the most helpful.

Complaints

CASS wishes to provide the best possible service to you but from time to time things can go wrong. We understand that it can be difficult to express concerns and anxieties. With this in mind our complaints procedure is set up to help you to make your views known.

How to make a complaint

In the first instance, contact the Chief Officer, either by telephone or in writing, using the freepost address overleaf. You can be assured that confidentiality will be maintained at all times.


The Chief Officer will guide you through the process and a full copy of the complaints procedure will be sent to you together with a written acknowledgement of your concern.

Here at CASS we aim to resolve your complaint as speedily as possible whilst ensuring that you are completely satisfied with the outcome.

All information you give to CASS staff and volunteers is confidential and is discussed only as necessary with the Adult Team Manager or Chief Officer in order to support you or the person you care for.

Any disclosures of confidential information to any other person may only be undertaken at your request and with your permission, except when considered necessary for the protection of a child or vulnerable adult.

In these cases the staff member or volunteer must first discuss the information with the Adult Team Manager, Young Carers Team Manager or Chief Officer and action may possibly be taken.



All information is handled in accordance with Data Protection regulations and all staff are CRB vetted.