



FEEDBACK POLICY

In relation to compliments, comments, suggestions and complaints

INTRODUCTION

The Dumfries and Galloway Carers Centre (the Centre) is committed to providing a high-quality service and wants to hear from you whether it is a compliment, a comment, a suggestion or a complaint. You may be a Carer or someone who comes into contact with the Centre, this policy is for you. There is a separate complaints and grievance policy for employees of the Centre. Please do not feel worried or concerned about telling us what you think of the way we support you, whether it is something we have not done well, or something that has helped you.

This policy sets out the stages for handling all forms of compliments, comments, suggestions and complaints made by people using or coming into contact with the service. This policy is intended to provide a means whereby people can make compliments, complaints, comments and suggestions and can feel confident that their views and concerns will be taken seriously and addressed thoroughly, fairly, sensitively and in confidence if required.

AIMS AND OBJECTIVES

This policy aims to:

- Clearly outline the procedures regarding the handling of compliments, comments, suggestions and complaints made to the Centre.
- Describe how complaints about the Centre are handled
- Clearly outline how compliments, comments, suggestions and complaints are monitored

COMPLIMENTS, COMMENTS & SUGGESTIONS

Compliments, comments and suggestions regarding the quality and performance of our service and activities will be encouraged through our commitment to the involvement and inclusion of the people we support and other stakeholders. Your opinion is important to us and we welcome all feedback. Feedback of this nature will be recorded and used for learning, evaluation and service

improvement. We have to let our funders know what the people we support think about the service we provide. When we use any of your compliments, comments and suggestions to do this or quote them in documents that may be available outside the Centre, the information will be anonymized so it cannot be traced to a particular individual.

COMPLAINTS

We always endeavor to deliver a robust, supportive, positive service to Carers in Dumfries & Galloway. However, we appreciate that there may be occasions when a Carer or someone in contact with the Centre is dissatisfied with the service. A complaint may be about any aspect of our service or operations including for example:

- An activity or event
- An individual member of staff, trustee or someone working on behalf of the Centre.
- The organisation as a whole
- A service delivered by the organisation

It should be noted that the Centre will not investigate the following:

- Anonymous complaints.
- A complaint which has been resolved informally unless there is a reoccurrence of the same issue.
- A complaint that has already been investigated, resolved and appealed.
- Complaints which are judged as being made to cause harm or annoyance. Examples of behaviour which might be regarded as being made to cause harm or annoyance include:
 - Abusive or threatening behaviour – whether in person or in writing.
 - Persistent telephone calls, emails or letters on the same issue.
 - Persistent verbal complaints which cannot be resolved.

If you have any special requirements in order to be able to take part in the complaints procedure, please let the person dealing with the complaint know and every reasonable effort will be made to support you.

The following procedure sets out how we handle complaints to Dumfries & Galloway Carers Centre

1. Stage One

Any complaint should be made verbally or in writing to a Senior Manager. They will endeavour to resolve the issue informally through discussion. A record of your complaint or concern will be logged. If you, the person making the complaint, are satisfied that the issue has been resolved this will be recorded together with any actions agreed and no further action will be taken. However, if you are dissatisfied with the outcome it will then be dealt with formally and stage two of the procedure will be initiated.

2. Stage Two

Formal complaints should be submitted in writing to a Senior Manager. The complaint will be logged, acknowledged within 5 working days and investigated.

A response will be made within 14 working days, either with an answer to the complaint or with a reason for the delay. If there is a delay then a date by which the Centre will communicate with you will be indicated. If you remain dissatisfied with the outcome you have 14 working days to respond in writing stating that you wish to appeal the decision and your reasons for this. Stage three of the procedure will then be initiated which will take the form of an Appeals Panel.

3. Stage Three

Once received, the appeal letter will be referred to the Chairperson of the Board (or Vice Chair if the complaint is about the Chairperson) who will call an Appeals Panel within 14 working days of receipt. You will be invited to present your complaint personally and may be accompanied by a representative. The Chairperson / Vice Chairperson will write to you within 5 working days of the panel meeting informing you of the panel's decision. The decision of the Appeals Panel is final.

However, if you are unhappy with the panel's decision you are at liberty to submit your complaint to the Scottish Charity Regulator at www.oscr.org.uk.