

Policy Title	Compliments and Complaints Policy and Procedure
Issue date (m/y)	08/2013
Author	Amy Deignan, LSC Support Coordinator
Approved by	Donna Welburn, Operations Manager
Review date (m/y)	07/2016

Context and/or Aims

The Learning Support Centre Ltd recognise the importance of effective complaints management as part of our ongoing aim to maintain and improve the services we offer to our service users. We recognise your right as a service user to raise any issues concerning you about our services.

Policy Statement

The Learning Support Centre Ltd want to ensure that individuals who use our service:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint

And

The Learning Support Centre Ltd will ensure:

- They have systems in place to deal with comments and complaints, including providing people who use services with information about that system
- They support people who use services or others acting on their behalf to make comments and complaints.
- They consider fully, respond appropriately and resolve, where possible, any comments and complaints.

Principles

- The Learning Support Centre Ltd believes that should a service user wish to make a complaint or register a concern, they should be able to do so with the minimum of fuss and with the appropriate paperwork in place for them to do so.
- All complaints are dealt with by relevant Support Coordinator/Officer, in the first instance and are then filed in the complaints/compliments file, with the action taken and the outcome of the complaint/ concern recorded. Should a service user wish to make a complaint about the Support Coordinator/Officer this will be dealt with by the Operations Manager and in their absence the Director.
- The Learning Support Centre Ltd takes great pride in the work carried out by our staff and the quality of support they provide. In some instances this is rewarded by compliments received from service users or their family regarding the support they have received. All compliments received are copied and distributed to the staff concerned, with the original filed in the complaints/compliments

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file. In some cases compliments are received via the telephone. In this case a member of the office team will take note of the conversation and duly copy, distribute and file this.

Verbal and written complaints

The following procedures are set out to enable service users who have a complaint or a concern to bring these to The Learning Support Centre Ltd attention.

- All complaints, whether formal or informal, will be recorded, investigated and a formal written response given to the person who has made the complaint.
- Should a service user make a complaint to a member of staff, and they are unable to rectify the problem immediately, they will contact their line manager to inform them of the complaint as soon as possible.
- If it is a minor complaint the appropriate Support Coordinator/Officer will then discuss the concern with the complainant, talk the problem through and suggest a course of action to resolve the complaint, if this is agreeable to the complainant the course of action will be recorded, a copy sent to the complainant and a copy filed in the complaints file.
- Where the service user's support is shared with one or more providers, and where required, The Learning Support Centre Ltd will ensure a coordinated response for any complaints made by sharing information and responses to complaints with the involved agencies. Permission will be sought from the service user prior to information sharing.
- If the complainant raises potentially serious matters, advice will be sought from a legal advisor.
- If the complaint is in writing, the service user will be sent out a complaints form to ensure that all complaints are recorded in a consistent format. This is followed by the Support Coordinator/ Officer with support from Operations Manager or Director arranging a meeting to try and resolve the problem; all action taken is recorded and filed within the complaints file.
- All complaints and outcomes are monitored and evaluated by the Operations Manager or in their absence the Director and will be assessed as part of the quality assurance process, and where necessary, influence change to future practice.
- Please send all written complaints to: **The Learning Support Centre, Phoenix Yard, 1st Floor Jubilee Building, 5 Upper Brown Street, Leicester, LE1 5TE.**

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Timescales

All complaints are handled within the following timescales, if there are serious issues which require legal advice these timescales could be lengthened. If this is the case The Learning Support Centre Ltd. will keep the complainant regularly updated.

- All complaints must be made within 3 months of the event.
- The Learning Support Centre Ltd will respond within 2 days of either a written or verbal complaint, to acknowledge receipt of complaint.
- The Learning Support Centre Ltd will launch an investigation within 5 days of receipt of complaint.
- All complaints will be dealt with and arrangements made for meetings within 14 days.
- The Learning Support Centre Ltd will endeavour to resolve any complaints received within 28 days.
- With regards to serious complaints The Learning Support Centre Ltd will involve the Police, Social Services or any other professional body should it be deemed necessary.

Advocacy

Some people may feel they need support when making a complaint and where necessary, we will sign-post you to an appropriate advocate to help you. An advocate is someone who can support you and speak on your behalf and can be anyone from a family member or friend to professional organisations offering services free of charge. As long as we know they are speaking on your behalf and with your consent then we will always work with advocates to solve problems and resolve any concerns.

Resolution

The Learning Support Centre Ltd aims to resolve all complaints in a timely and fair manner, aiming to be:

- Open and accessible.
- To be fair to all parties involved and avoid allocating unnecessary blame to individuals.
- To lead to prompt resolution.

Resulting in:

- An apology and/or other form of recompense if appropriate.
- Corrective and/or preventive action if appropriate.

Or

- Provision of a clear and transparent explanation of what has happened and why further action is not appropriate.

In the unfortunate and unlikely event of:

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- both parties being unable to reach an amicable resolution to the complaint

and/or
- repeated complaints of the same nature that have been addressed more than 3 times but the service user remains unhappy about the outcome and The Learning Support Centre Ltd feels there are no other alternatives

It may be decided between the service user and The Learning Support Centre Ltd that their needs can be better met through an alternative support provider. In this case The Learning Support Centre Ltd will sign post the service user to the relevant agencies and support the service user in this transition.

Related Documents

- Safeguarding Policy

Complaints Form

Date	
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Full Name	Mr/Mrs/Ms/Miss/Other:
Address for correspondence including post code	
Day time phone number	
Email address	

Complaint: (Please briefly set out the main points of your complaint; include date/time/place and any witnesses to the complaint.)

Suggested Action to be taken: (Explain briefly what you would like to happen as a result of your complaint.)

Please continue on an attached piece of paper if space is not sufficient. Please also attach any supporting evidence.

I can confirm that everything in this complaint is true to the best of my knowledge and I understand that in investigating my complaint The Learning Support Centre may need to exchange information about my complaint with other persons or organisations, for example to find out important facts relating to my complaint.

Signature _____ **Date** _____

Please keep a copy of this form and any documents you send with it for your own reference.