

COMPLAINTS AND SUGGESTIONS POLICY: RELATIVES AND STAKEHOLDERS

Lisieux Trust recognises that, however much goodwill is invested in delivering high quality services, there may be more that we can achieve. To assist us in improving our service provision, we need to know the views of all people affected by what we do; welcoming and valuing their feedback, suggestions, complaints or compliments. This allows us to explore how we can put things right, in addition to identifying what we do well; so that we can extend this good practice to all services. We invite all parents, relatives, carers, advocates, friends and individuals significant to service users, in addition to organisations, professionals, funders and regulators to contact us regarding any aspect of our service provision or its quality.

You may raise your complaint, suggestion, feedback or compliments either anonymously, or by contacting Lisieux Trust by telephone, email, letter, our website or face to face contact and you may choose to have assistance to do this. Identified and anonymous complainants will be treated equally and, regardless of outcome, will continue to receive the same standard of service and approach. Contact details will allow Lisieux Trust to be kept fully informed regarding progress. Written record will always be made, of any verbally presented complaint and a copy provided to you within 7 working days.

Upon receiving a complaint, suggestion, complement or feedback, a manager of appropriate experience and position will contact you within 10 working days, acknowledging your communication and informing you of the named person conducting an investigation or action. At all times, complainants will be kept fully informed regarding the progress of their complaint and we will always strive to ensure appropriate response or action is taken. Lisieux Trust endeavours to complete the complaints process within a four week period, unless agreed otherwise; or will explain to the complainant or Registration Officer, advocate or appropriate professional, where appropriate, the reasons for any delay. When our investigation is concluded, we will offer an arranged meeting with the complainant and any interested party, to discuss our findings, outcomes and responses and will then present these in writing. Any resulting changes to Lisieux Trust practices or policies will be implemented at the earliest opportunity; we welcome the prospect that our service provision is influenced by, and responsive to, constructive comments.

All complainants or individuals who are dissatisfied with an investigation, outcome or response may appeal this to Lisieux Trust's Chief Executive Officer. The Chief Executive Officer will establish an Appeal Panel to examine the process and outcomes to date; inviting the complainant to discuss their complaint, the investigation process and any responsive action. They will then notify the complainant regarding the outcome of their appeal, in writing and through their chosen communication. If, as a complainant, you feel the outcome is dissatisfactory, you may wish to appeal it to the Registering Authority; you have the right to do this during any stage of Lisieux Trust's Complaints Procedure, details of this are located below.

If you have a general comment or enquiry regarding disability or Lisieux Trust services, contact our Disability Information and Resource Centre, where there are also Feedback and 'Tell Us' cards freely available for you to this at your own discretion. We are pleased to receive any comments and will always want to know if you feel unhappy, so that we can resolve this with you. Information regarding various independent advocacy or representation services is also available from this Centre.

Lisieux Trust recognises our approach to your feedback or complaints is crucial to your confidence in our abilities. We will always try to:

- Provide ease of access and opportunity regarding complaints, suggestions, compliments or feedback to all those connected our services.
- Make sure complaints are sensitively addressed; efficiently and effectively; thereby ensuring stress relating to the process is kept to a minimum.
- Provide an initial response to suggestions, feedback, complaints or compliments within 7 working days of receiving the comment.
- Commit to timescales and an honest, open, fair and constructive approach.
- Ensure a full explanation, or if appropriate, an apology, is given to individuals regarding any investigation, timescale response or decision regarding their comment.
- Ensure an unbiased, consistent, fair and confidential approach; considerate of individual requirements and diversity.
- Keep complainants fully informed relating to process, progress and timescales; consulting or informing them regarding any alteration to these.
- Ensure no complainant feels they are victimised or provided with a lesser standard of service or approach, as a result of their complaint and receives adequate support to do so.
- Provide a clear, fair and separate appeal process, led by someone previously unrelated to the complaint or complaint process.

We welcome opportunity to consult with you and implement improvements that you identify. If you feel that you have any feedback or suggestions, regarding areas that we may improve upon relating to our Complaints Policy or any Lisieux Trust policies or procedures, we would welcome these and be pleased to consider them within our regular review of the policy.

To do so, contact Joanne Bongiovi, Office Manager at:

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