

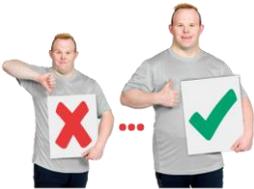
Complaints Policy

Policy approved by the Board of Trustees on: 24th September 2019

Review Date: 24th September 2021



If you are unhappy with something at Lewisham Speaking Up or something your advocate or supporter has done you should tell someone about it



If we know about it, we can do something about it. It tells us that we need to make our service to you better



If you have a problem with one of our services, or you are unhappy with a worker, volunteer, or trustee, this document tells you what you can do

Complaints Policy

The steps we take will be different depending on who the problem or complaint is about



Sometimes the problem can be sorted out quickly by talking to a Manager or to the Director



But sometimes it will be more serious and we will need to sort it out using a formal plan



If your complaint is about a Trustee on the LSU board, you can speak to or write to the Chair of the Trustees. They must get back to you in writing

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or agree to meet with within 2 weeks. You can have a friend or supporter with you at this meeting



If your complaint is about the Chair or co-Chair of the Trustees, you can speak to another member of the board and they must get back to you in writing or agree to meet with you within 2 weeks. You can have a friend or supporter with you at this meeting



If your complaint is about a volunteer who is your advocate or a person who helps with LSU groups, then you can speak to or write to the person who supervises/supports them



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If you are not comfortable speaking to this person, you can speak to the Director. They must get back to you in writing or agree to meet with you within 2 weeks. You can have a friend or support with you at this meeting

If you have a problem with or complaint about a paid worker, then you can speak to the Director and they must get back to you in writing or agree to meet you within 2 weeks. You can have a friend or supporter with you at this meeting



Sam Allah Co-Chair
Samantha Lafouche Co-Chair
Benjamin Clarkson Treasurer
Jane Abraham Trustee
Jane Huff Trustee



Ashley Thomas Trustee
Susan Hoban Trustee
Zelda McCollum Trustee
Mark Anderson Trustee
Hannah Raven Trustee

If you are still not happy or if things have not changed, you can speak to or write to the Chair of the Trustees, or another Trustee. They must get back to you in writing or agree to meet with you within 2 weeks. You can have a friend or supporter with you at this meeting

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If you need an advocate to support you with any part of making the complaint, you can contact The Manager at **Advocacy in Greenwich**: they will try and find an advocate for you

The Manager
Advocacy in Greenwich
Equitable House
7 General Gordon Square
Woolwich
London
SE18 6FH

Tel: 020 8293 3720



In **all** cases, if the complaint is very serious and we think you or another person may be harmed, or we think a crime has happened or may happen, we have to tell the Lewisham Social Care Advice and Information Team (SCAIT)

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If your complaint is very serious and about someone hurting you or breaking the law, the managers of Lewisham Speaking Up will tell the police



Here is more about our complaint policy.

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- 1.0 Lewisham Speaking Up is committed to providing high quality support and services. In order to do this Lewisham Speaking Up actively seeks feedback from people who use our services, volunteers, members of the public, partner organisations and staff.
- 2.0 Lewisham Speaking Up does recognise that there may be occasions when people may be dissatisfied with the service they have received. In these circumstances the person concerned will be made aware of the complaints policy.
- 3.0 As part of this commitment it is the responsibility of all staff and the Board of Trustees to raise awareness of the existence of the Complaints Policy and Procedure. This ensures that when individuals are dissatisfied with the work of Lewisham Speaking Up they are aware of their right to complain.
- 4.0 Lewisham Speaking Up takes all complaints made against staff, volunteers, its services, or activities seriously and views it as an opportunity to learn and develop. When a complaint has been made the complainant can expect it to be fully investigated and to be informed of the outcome.
- 5.0 Lewisham Speaking Up places great emphasis on achieving local resolution of complaints quickly and courteously.
- 6.0 Lewisham Speaking Up recognises that making a formal or informal complaint is a difficult undertaking for many people and as a result information should be provided to complainants about potential support from independent advocacy organisations, where available, to assist them through the process. Advocacy in Greenwich will support a person with a learning disability through a complaints procedure if an independent advocate is required. The independent advocate should be allowed to interview the complainant and other interested persons. They should also have

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access to case records. In all cases it should be verified that the independent person has permission to speak for the complainant.

- 7.0 Lewisham Speaking Up believes that any failure to act quickly will lead to an aggravation of the problem.
- 8.0 A complaint is defined as any expression of dissatisfaction about Lewisham Speaking Up, its activities, staff, volunteers, or Board of Trustees which requires a response. Complaints may also concern discrimination, provision of inaccurate information, delays, poor facilities, unacceptable policies or accusations of theft, physical, financial, emotional, psychological or sexual abuse.
- 9.0 It is recognised that it is up to the Complainant to decide whether and which way to proceed with the complaint.
- 10.0 Lewisham Speaking Up acknowledges that the nature of any serious complaint may result in criminal proceedings for example in the case of Health and Safety and/or where a person's safety is at risk. In such circumstances, immediate action will be taken to report it to the appropriate authorities.

Procedure

- 1.0 The complaints procedure will differ depending on whom the complaint is made against.
- 2.0 If the Complaint is minor in nature the aim should be to resolve the issue informally to the satisfaction of the complainant by either the appropriate Line Manager or the Director.
- 3.0 If your complaint is about a member of the Trustee Board, you can speak to or write to the Chair. They must get back to you in writing or agree to meet with you within 2 weeks. You can have a friend or supporter with you at this meeting.

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- 4.0 If your complaint is about the Chair of the Trustees, you can speak to another member of the Trustee Board. They must get back to you in writing or agree to meet with you within 2 weeks. You can have a friend or supporter with you at this meeting.
- 5.0 If your complaint or problem is about a volunteer who is your advocate or a person who helps with LSU groups, then you can speak to or write to the person who supervises/supports them. If you are not comfortable speaking to this person, you can speak to the Director. They must get back to you in writing or agree to meet with you within 2 weeks. You can have a friend or support with you at this meeting.
- 6.0 If you have a problem with or a complaint about a paid worker, then you can speak to the Director and they must get back to you in writing or agree to meet you within 2 weeks. You can have a friend or supporter with you at this meeting.
- 7.0 If you are still not happy or if things have not changed, you can speak to or write to the Chair of the Trustees, or another Trustee. They must get back to you in writing or agree to meet with you within 2 weeks. You can have a friend or supporter with you at this meeting.
- 8.0 If you need an advocate to support you with any part of making the complaint, you can contact The Manager at Advocacy in Greenwich: they will try and find an advocate for you.

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Tel: 020 8293 3720

- 9.0 In all cases, if the complaint is very serious and we think you or another person may be harmed, or we think a crime has happened or may happen, we have to tell the Lewisham Social Care Advice and Information Team (SCAIT).
- 10.0 All personal information or case records relating to complaints will be treated in confidence and in accordance with the requirements of the Data Protection Act. Information will only be disclosed to those people with a need to know to enable them to investigate the complaint.
- 11.0 A copy of the Complaints Policy will be made available on the website, and a copy will be made available in our office.
- 12.0 All LSU staff and volunteers will be made aware of this policy.
- 13.0 All contact with the complainant should be courteous, respectful and polite.
- 14.0 Complainants should be assured that making a complaint will not compromise the provision of any future services or support.
- 15.0 The Director will establish if the complainant has any kind of special needs which requires them to have additional support during the complaints process.
- 16.0 Complainants should be informed of their right to inform the Charity Commissioners of their complaint.
- 17.0 In the case of serious complaints the Director may need to seek legal advice.
- 18.0 The Director will notify the Governing Body of any complaints.

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Other

- 1.0 All Beneficiaries should be made aware of the existence of the Complaints Policy.
- 2.0 Complaints can be made by letter, phone, email or personal contact.
- 3.0 This procedure can be used by any person or organisation wishing to make a complaint about the work of the organisation or individual members of staff or volunteers.
- 4.0 All complaints, no matter how seemingly unimportant should be taken seriously and the member of staff receiving the complaint should seek to address the issue immediately.
- 5.0 All complaints should be recorded on the appropriate form.
- 6.0 It may be possible to resolve some more minor complaints in an informal and sensitive manner by the appropriate Manager or Director.
- 7.0 At this stage the complainant may be satisfied that their views have been listened to and have no wish to take the matter further.
- 8.0 Following the investigation the appointed Manager will report back to the Director. Full records of all findings should be kept.
- 9.0 It is hoped that the complaint will be resolved easily. However, if the complainant is not satisfied they should be informed of their right to contact the Charity Commission. They can be supported to do this by an advocate from Advocacy in Greenwich.



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Appendix 1

COMPLAINTS FORM	
NAME:	
ADDRESS:	
CONTACT NO:	
DETAILS OF COMPLAINT:	
RECEIVED BY NAME:	DATE:
HOW RECEIVED:	PERSON TELEPHONE LETTER EMAIL
ACTION TAKEN:	
COMPLAINT RECORDED:	LETTER SENT:
DIRECTOR NOTIFIED:	DATE:
CHAIR OF TRUSTEES NOTIFIED:	
OTHER TRUSTEE NOTIFIED: (IF APPLICABLE)	
DOES PERSON WISH TO HAVE ANY ASSISTANCE WITH THEIR COMPLAINT	
Yes No	
REFERRED TO:	
COMPLAINTS PROCEDURE:	
FINAL OUTCOME:	