

# COMMENDATIONS AND COMPLAINTS POLICY

## Scope

This policy applies to commendations and complaints made by anyone who uses our services, their relatives, friends or members of the public.

## Commendations and Feedback

Fylde Community Link welcomes feedback from anyone who uses our services, their relatives, friends or members of the public. A person may wish to commend the service or a particular staff member, or may have some general feedback which they wish to communicate. The Organisation views commendations as being appropriate when a member of staff has exceeded expectations or gone the extra mile for someone. Commendations can be made to any staff member who will pass this on to their manager.

The Organisation welcomes commendations as they allow us to recognise good practice which increases staff morale and so can help to improve the service. Commendations will be recorded for statistical purposes and communicated to the staff member(s) concerned.

As a celebration of Best Practice and Leadership we host a regular cycle of staff awards – nomination forms and full details are available from Head Office and may be completed by anyone who wishes to nominate a staff member for an award and returned to the Office.

General feedback is also welcomed – anyone wishing to comment on any aspect of the services Fylde Community Link provides should fill in a [Feedback Form](#) which is available from any member of staff. Completed forms will be reviewed by a senior manager who will decide if any action needs to be taken.

## Complaints Policy

Fylde Community Link values and takes seriously any feedback received and aims to maintain high standards in its services. In line with legislation – the [Health and Social Care Act 2008 \(Regulated Activities\) Regulations 2014](#), we provide a complaints process. Complaints will be recorded for statistical purposes and communicated to the staff member(s) concerned.

The Organisation welcomes complaints since the learning which comes from investigations can help to improve services.

Anyone who uses our services, their relatives, friends or members of the public has the right to make a complaint. All staff have a responsibility to ensure that everyone understands how to make a complaint. Management have the responsibility to ensure all complaints received are acted upon.

## Making a Complaint

People who use our services and their relatives and friends can complain to any staff member who will fill in a [Complaint Form](#) in order to record what has been said and immediately inform a senior manager. Whether complaints are made in writing or verbally will make no difference to how they are handled.

Complaints about the Chief Executive Officer must be made to the Chair of the Board. The name of the current Chair can be obtained by contacting the Office on 01253 795648.

Complaints from members of the public must be made to:

Chief Executive Officer  
19 Church Road  
Lytham  
Lancashire  
FY8 5LH

Tel: 01253 795648

Email: [ceo@fyldecommunitylink.org.uk](mailto:ceo@fyldecommunitylink.org.uk)

As much detail as possible about what happened should be included. The Chief Executive Officer may delegate the complaint to a member of Management Team for investigation.

It may be difficult for individuals who do not have sophisticated communication skills to make complaints. Everyone who uses services will have a pre-addressed postcard which they can use to complain, and also an accessible format booklet called "How to complain about your service".

It is the duty of staff to communicate to people who use our services an understanding of how important complaining is. In some cases we may have to rely on relatives, advocates or other persons acting on behalf of the individual to make complaints.

### **Handling of Complaints**

Complaints will be logged on a secure complaint tracking system. A senior manager will consider the complaint and decide whether or not further investigation is required. They will give an initial response to the person making the complaint within 5 working days of receipt of the complaint; this response will include where possible an indicated timescale for receipt of the full response.

If an investigation is required, the complaint may be allocated to another senior manager, or, in certain circumstances, an external professional.

A full response and outcome will be given in writing (unless this is inappropriate for the complainant) normally within 30 working days of receipt of the complaint. It may be necessary for this to be extended, depending upon the nature of the complaint. This outcome will not contain any confidential information about the investigation or whether a disciplinary process has been initiated. The designated person will report on the response and outcome to Management Team and recommend any necessary changes to practice which might reduce the likelihood of a similar complaint in future. The Chief Executive Officer is the person responsible for ensuring that this process is adhered to.

### **Escalation of Complaints**

If the complainant is not satisfied with the response, the matter can be escalated to the Chief Executive Officer. However, if the Chief Executive Officer handled the original complaint, the matter must be escalated to the Board of Directors / Trustees which meets on a regular basis. This can be

done by writing to the Chair of the Board at Head Office – the name of the current Chair can be obtained by contacting the Office on 01253 795648.

Following a response from the Chief Executive Officer or the Chair of the Board, if the person making the complaint is still not satisfied they can then complain to the appropriate Local Authority or to the [Local Government and Social Care Ombudsman](#).

- [Blackpool Council](#) can be contacted on 01253 477477
- [Lancashire County Council](#) can be contacted on 0300 123 6701
- [Fylde Council](#) can be contacted on 01253 658658.

Contact details for other local authorities can be obtained by contacting the office on 01253 795648.

The Local Government and Social Care Ombudsman can be contacted either by ringing 0300 061 0614 or via their website at [www.lgo.org.uk](http://www.lgo.org.uk).

### **Advocacy**

Advocacy services can help support someone who may find it difficult to make a complaint.

If you live in Blackpool contact:

#### **Empowerment Charity**

333 Bispham Road  
Blackpool  
FY2 0HH

Tel: 0300 323 2100

Website: [www.empowermentcharity.org.uk](http://www.empowermentcharity.org.uk)

Email: [admin@empowermentcharity.org.uk](mailto:admin@empowermentcharity.org.uk)

If you live in Fylde or Wyre contact:

#### **Advocacy Focus**

First Floor  
The Old Tannery  
Eastgate  
Accrington  
BB5 6PW

Tel: 0300 323 0965

Text: 07886 744634

Website: [www.advocacyfocus.org.uk](http://www.advocacyfocus.org.uk)

Email: [admin@advocacyfocus.org.uk](mailto:admin@advocacyfocus.org.uk)

### **Compliance**

Regular audits and reviews of documentation and practices take place in order to ensure compliance with this policy.

**Review**

This policy is reviewed at least triennially or whenever there are legal changes or significant change to processes, procedures and circumstances.

**Relevant Legislation**

[Health and Social Care Act 2008 \(Regulated Activities\) Regulations 2014](#)

**Relevant Organisational Policies, Procedures and Documentation**

[Complaint Form](#)

[Feedback Form](#)