



CELL Partnership Big Local Complaints, Compliments and Comments Policy

Policy Statement

The CELL Partnership aims to provide all its residents with the best possible service at all times. It is important to us that people are able to express their feelings and experiences of the services we provide. These can be both good and bad. If we know what your experience is, we can build on what we are doing well and introduce changes where they are needed. If you are unhappy with your experience we also need to know. This will help us improve our services for all who use them. You might want to complain, give us a compliment or make some comments about the service you have experienced.

A complaint is...

When you are unhappy with a service or response you receive or the way you feel you were treated by the CELL Partnership.

A compliment is...

When you tell us about a service you have received that you are particularly pleased with. We are always delighted when you take the time to contact us about a good experience you have had with us.

A comment is...

When you want to tell us your point of view about the services we provide. Your information can help us consider how we deliver our services and may help us make changes that will benefit everyone.

Making a complaint, compliment or comment

If you would like to make a complaint, compliment or comment, the CELL partnership has a procedure we would like you to use. This policy aims to show you how to make your complaint, compliment or comment and what you can expect us to do with the information provided.

Who can complain ?

Anyone who receives a service or enquires about a service can use this procedure. Or you may prefer to have someone complain on your behalf. This could be a friend, employer, or support worker who can speak on your behalf.

How to make a complaint to CELL.

By contacting the Chair of the CELL Partnership in writing.

Contact Details: FAO CELL Partnership Chair / Co of Lynemouth Community Trust, Bridge Road, Lynemouth, Northumberland, NE61 5YL

Please tell us

- What happened
- When did it happen
- Who dealt with you
- What you would like us to do to put things right.

If you cannot make your complaint in writing, please contact us via telephone on 01670 863000 or FREEPHONE 0800 955 52330191. Please let us know at the time of making your complaint if there is anything we need to know about how to contact you.

When will you hear from us?

Within 5 working days of receiving your complaint we will phone or write to you to say that we have received it. We will also tell you how to contact the person who is dealing with your complaint and when you can expect a reply.

The **Chair** will undertake to investigate the circumstances leading to the complaint and take steps to put the matter right. You will receive a reply to your complaint within 10 working days. If we cannot give you a full response at this time, we will tell you why and when you are likely to receive it.

Records of complaints, including details of our investigation and our findings, will be kept on file for at least 6 years.

Further Information

Your personal information; If you use our complaints procedure, you are agreeing that we can use any personal information you send us for the purposes connected with your complaint. We may also give your personal information to other people and organisations if we have to by law or if you have given us permission.

Equal Opportunities

We are committed to equal opportunities and take complaints about discrimination seriously. We may use complaints about discrimination to review our policies and procedures. This is to make sure we treat everyone equally. We may record information about the ethnic background, sex, disability and community background of everyone who makes a complaint so that we promote and maintain our equal opportunities commitment. We will keep all information confidential.

How to make a comment or compliment

We welcome comments, compliments and suggestions as these can help us improve our services. Please send any comments or suggestion to:

FAO CELL Partnership Chair / Co of Lynemouth Community Trust,
Bridge Road, Lynemouth, Northumberland, NE61 5YL

This policy will be monitored and reviewed annually.

The successful implementation of this policy depends on the awareness and commitment of all staff/volunteers/members of the partnership committee.

Hence, all new staff/volunteers/members of the management committee will be made aware of its existence and on joining the organisation and reminded they must conform with it on a regular basis.

Name:
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Position:
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Signed:.....
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Date: