

# Voluntary & Community Services

## Peaks & Dales



### COMPLAINTS POLICY AND WHAT TO DO IF YOU HAVE A COMPLAINT

#### 1. INTRODUCTION

- 1.1 Voluntary and Community Services Peaks and Dales (VCSPD) aims to provide service users with fair and high quality services within its stated aims and priorities.
- 1.2 However, if it is felt that VCSPD has failed to provide this standard of service, we would like to know.
- 1.3 If a complaint is made about a VCSPD service, we will try to respond positively and use the opportunity to learn and improve our service.
- 1.4 Some elements of the procedure involve written letters. If there is any difficulty with reading or writing English, for any reason, other communication methods can be used, for example, a recording or a translation into another language. Please contact the VCSPD office if more information is required.
- 1.5 VCSPD aims to create an environment in which people using our services, as well as staff and volunteers, feel comfortable and free from oppressive attitudes and surroundings and treat each other with courtesy and respect.

#### 2. SCOPE

This policy and following procedure is for individuals and organisations that use VCSPD's services.

#### 3. ROLES & RESPONSIBILITIES

##### 3.1 This is what you, the service user, should do:

- 3.1.1 If you have a simple comment or suggestion on how we could improve VCSPD's services, rather than a complaint, please telephone or write to: The Manager, 16 Eagle Parade, Buxton, SK17 6EQ, Tel 01298 23970 **or**: The Manager, VCSPD, Compton Offices, King Edward Street, Ashbourne DE6 1BW, Tel 01335 348602
- 3.1.2 If you have a complaint about a failure to provide a fair, high quality or sufficient level of service, contact the Manager at the appropriate office (contact details above), explaining your complaint fully.
- 3.1.3 If you feel your complaint has not been resolved satisfactorily, please contact the Chairperson, Board of Trustees, VCSPD, 16 Eagle Parade, Buxton, SK17 6EQ.

3.1.4 If writing, please mark the envelope 'CONFIDENTIAL'. To progress any complaint, we will need your name, a contact address and a telephone number. You should receive a letter within 7 days to show that the Chairperson has received your complaint and is dealing with it.

**3.2. This is what VCSPD will do:**

3.2.1 Within 7 days of receiving a written complaint the Manager or Chairperson will write to acknowledge your complaint.

3.2.2 The Manager or the Chairperson of the Board of Trustees will investigate the circumstances leading to the complaint.

3.2.3 The Manager or the Chairperson will communicate the result of the investigation to you in writing within a reasonable time – normally 21 days.

**3.3 If you are not satisfied with the result of the investigation:**

3.1 You have the right to put your case personally to VCSPD's Board of Trustees.

3.2 You may take someone with you if you wish, and you will be given at least 7 days notice of this appointment.

3.3 If your complaint concerns one of our CQC regulated Services you have the right to contact the Care Quality Commission:

Care Quality Commission  
CQC East Midlands  
Citygate  
Gallowgate  
Newcastle-upon-Tyne  
NE1 4PA

Or e-mail: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) [www.cqc.org.uk](http://www.cqc.org.uk)

3.3.1 You also have the right to contact Derbyshire County Council

Adult Care Complaints Administrator  
Derbyshire County Council  
County Hall  
Matlock  
Derbyshire  
DE4 9BR

Tel: 01629 532236

#### **4. LEGISLATION CONSIDERATIONS**

No specific considerations are noted.

#### **5. IMPACT ASSESSMENT**

##### **5.1 FINANCIAL**

No specific impacts are noted.

##### **5.2 EQUAL OPPORTUNITIES**

This policy applies to all clients equally.

##### **5.3 STAFFING**

All clients, staff and volunteers will be made aware that there is a Complaints Policy in place.

##### **5.4 ENVIRONMENT**

No specific impacts are noted.

##### **5.5 HEALTH & SAFETY**

No specific impacts are noted that are not covered by the Health & Safety Policy.