



## Complaints and Compliments Policy

### 1. General Principles

1.1 Cambridge House strives for high standards in service delivery and welcomes feedback from individuals, and anyone who works with us, on all aspects of our services. We hope that users enjoy and benefit fully from their contact with us.

While we intend to provide high quality, effective services we recognise that it is not always possible to please everyone all of the time. There may be times when individuals are unhappy with the support that they receive, or feel that we could do things better.

1.2 The objectives of Cambridge House's Complaints and Compliments Policy are to:

- Ensure everyone knows how to provide feedback and how a complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
- Provide individuals with a fair and effective way to make a complaint

1.3 Cambridge House will ensure that we:

- Listen carefully to complaints and treat complaints as confidential, where possible
- Record, store and manage all complaints accurately and in accordance with the Data Protection Act
- Investigate the complaint fully, objectively and within the stated time frame
- Notify the complainant of the results of the investigation and any right of appeal
- Inform the complainant of any action that will be implemented in order to ensure that there is no re-occurrence, as applicable

### 2. Definition of a Complaint

2.1 A complaint is any expression of dissatisfaction by an individual, whether justified or not.

- An individual may make a complaint if they feel Cambridge House has:
- Failed to provide a service or an acceptable standard of service
- Delayed in providing a service
- Made a mistake in the way it has provided a service

- Failed to act in a proper way
- Provided an unfair service.

2.2 This policy and procedure relates only to complaints received about Cambridge House and its services. Individuals who make complaints about partner organisations will be notified in 15 working days or less that they need to complain to the organisation that they have the complaint with, and will be provided with contact details, where possible.

### **3. Compliments and Complaints Policy**

#### 3.1 Compliments

Any verbal or written compliments will be recorded by the member of staff receiving the compliment and be passed to the appropriate manager. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified within 5 working days. Feedback on compliments will be shared with employees at appropriate timings.

#### 3.2 Complaints

There are 3 stages to the complaints procedure:

- Stage One – Complaint
- Stage Two – Appeal
- Stage Three- Independent Review.

3.3 Cambridge House aims to settle the majority of complaints quickly and satisfactorily by the member of staff or the relevant manager who provides the service. The complaint may be resolved quickly by way of an apology, by providing the service required, or where applicable and practicable a suitable alternative, or by providing an acceptable explanation to the individual.

3.4 Individuals wishing to make a complaint should contact the person who provided the service, or their manager. We hope that by discussing the problem informally, and as soon as the problem has arisen, that complaints or concerns will be fully and immediately resolved. If you would like support from an independent advocacy organisation to raise a complaint, please let us know.

3.5 If the individual prefers to make a verbal complaint then the person receiving the call at Cambridge House will enter details on the 'Complaints & Compliments Form (see end of this policy for copy of form– Verbal)'. If the person is willing to, or asks to, submit a written complaint the 'Complaints & Compliments Form (see end of this policy for copy of form – Written)' will be sent to them on the same day, or the individual can contact their line manager or Jan O'Day ([joday@ch1889.org](mailto:joday@ch1889.org)) for a copy of this form.

On completion, the form should be e-mailed to Chief Executive, Karin Woodley KWoodley@ch1889.org or printed off and sent to the Chief Executive Officer at Cambridge House, 1 Addington Square, London, SE5 0HF.

3.6 An acknowledgement letter confirming receipt of the complaint will be sent within 5 working days, telling the individual who has made the complaint who will be dealing with it.

3.7 The complaint will then be fully investigated and a written response provided to the complainant within 15 working days by the Investigator. Before responding, the Investigator may ask to meet with the individual making the complaint, to discuss their concerns. The individual has the right to bring someone along with them to the meeting for support, should they choose to.

Where it is not possible to provide a response to the individual within 15 working days, a holding letter will be sent to them explaining the reasons why, and indicating when a response will be made.

3.8 Individuals will be advised in writing that if they are not satisfied with the response to their complaint they may appeal within 10 working days and progress to Stage Two.

## **Stage Two**

3.9 A Manager (not the person who acted as Investigator at Stage One) will investigate the matter independently and communicate the outcome and any action(s) to the individual in writing within 15 working days. The Manager may need to contact the individual to clarify the issues, conduct the investigation and explore resolution. The individual will receive written confirmation of the outcome of any investigation and any recommendations/remedies made, such as staff development and training, reviewing of policies or appropriate improvement to Cambridge House services. The outcome will not refer to any named individual employee or groups of employees within Cambridge House.

3.10 Occasionally, investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent to the individual within 15 working days and a final date given for a conclusion being reached, and of them being informed of it.

3.11 If an individual remains dissatisfied with the outcome of Stage Two they can request and Independent Review. This request should be made to the Chief Executive in writing within 5 working days of receipt of the letter informing them of the outcome of Stage Two. (Receipt of the letter will be taken as being 5 working days from the date that it was posted).

## **Stage Three**

3.12 The Independent Complaint Resolution Service, a neutral organisation providing independent review and resolution complaint services, will review Stage Two of the investigation, and:

- Uphold the action taken by Cambridge House at Stage Two or  
Recommend changes to the Stage Two recommendations/actions.

3.13 The Chief Executive is responsible for implementing the Complaints and Compliments Procedure.

#### **4. Anonymous Complaints**

4.1 Compliments received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

#### **5. Monitoring**

5.1 Compliments and complaints information will be considered on a regular basis by the Cambridge House Management Team and reported yearly to the Trustee Board. Wherever possible, the data will be used to improve and develop Cambridge House services.

#### **6. Confidentiality**

6.1 Cambridge House will respect any complaint made in confidence. However, in receiving a complaint of a very serious or criminal nature, we may be compelled to refer the matter to other official bodies, including the police.



## Complaints & Compliments Form

When you have filled in this form (and the monitoring form, which follows, if you wish), you can send it as an email attachment to Jan O' Day, [jo'day@ch1889.org](mailto:jo'day@ch1889.org) or (print it off and sent the form to the Chief Executive: Karin Woodley, [KWoodley@ch1889.org](mailto:KWoodley@ch1889.org))

### Section 1 – Complaint/Compliment - Verbal

Date/Time of call to Cambridge House (CH):

Name of CH staff who took call:

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### Section 2 – Complaint/Compliment - Written

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Name .....

Address .....

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Daytime Telephone No. ....

**Note:** It will help us deal quickly with your complaint if you send us copies of any letters or documents relevant to your complaint. Please say if you would like them returned when we have finished reviewing them. **Yes/No**

## Monitoring our equality and diversity policy

We want to find out if we are giving as good a service as we can to *all* complainants. To help us do this, please fill in this form and send it to us. The information we get from all replies will help us decide how we can better meet your needs.

**Note:** *Ethnic groups are not about nationality, place of birth or citizenship. They are about colour and cultural background.*

**Please tick the circles as appropriate (or delete other options)**

### 1. Ethnic group:

#### White

British

Irish

Any other white background

#### Black or black British

Caribbean

African

Any other black background

#### Mixed

White and black Caribbean

White and black African

White and Asian

Any other mixed background

#### Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background

#### Other ethnic group

Any other group

#### Chinese

Chinese

### 2. Sex:

Male

Female

### 3. Age:

Under 16

16-19

20-24

25-59

60-64

65 and above

### 4. Do you have a disability?

Yes  No

When you have filled in this form, please print it and send it to the address on the complaints form, or you can send it as an **email attachment** to [cgilsenan@ch1889.org](mailto:cgilsenan@ch1889.org). If you have other electronic documents to send in support of your complaint, you can send these too, *as long as they, and the complaint form, are all attached to one email to us.*