

MAKING A COMPLAINT

A Langley Client Guide
to Making a Complaint



CAN I COMPLAIN?

Yes! We welcome all complaints and feedback.

Feedback helps us make changes so that we are working in a way that best supports you, our clients. We don't always get this right so we want to hear from you if there is a problem, or if you have any suggestions to make.

WHAT IS A COMPLAINT?

Complaints can be about a range of different things. For example if you are dissatisfied with the standard of service you have received, or the specific actions of the organisation or a staff member.

A complaint about the behaviour of another client **will not** be regarded as a complaint.

WILL I GET INTO TROUBLE?

No, you won't get into trouble. Our staff are trained to help you put your complaint in writing if this is what you would like to do.

WILL MY COMPLAINT BE TAKEN SERIOUSLY?

Yes, all complaints will be taken seriously.

If your complaint is about a local issue then the management team at your service will deal with it. If it is about Langley Trust as an organisation, then the Quality Team will look into it for you.

HOW DO I MAKE A COMPLAINT?

If there is something you want to complain about you need to do so within **6 months** of the situation occurring.

You can **speak** to a member of staff at your service, or to someone on the phone:

Call **03330 035 025** and select **Option 2**

If you prefer to **write** you can do so using the options below. Our staff are trained to help you put your complaint in writing if you need some extra support.'

Feedback Cards

These are available at your service. They will be emailed to the Quality Team who review all complaints, and check they're being dealt with properly.

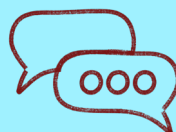
You do not have to leave your name, but if you don't it will be hard to give you a response.

Email

You can email your complaint to the Quality Team at:

feedback@langleytrust.org

SPEAK TO SOMEONE



OR



A STAFF MEMBER

ON THE PHONE

WRITE



OR



FEEDBACK CARD

EMAIL

WHAT HAPPENS NEXT?

Stage 1

If you made a complaint with a member of staff then you should receive a response within the **next 5 working days**. You are welcome to bring someone with you to this conversation if you would like.

This is called a Stage 1 complaint and often these can be dealt with locally and quickly. If you are not happy at this point then you can move to Stage 2.

Stage 2

Stage 2 means that you want the issue looked at again. It is important that you raise this within **30 days** (one month) of hearing back from Stage 1. You need to let one of the managers at your service know or send your complaint through to the Quality Team (as described on page 3).

Following this you will hear back in writing within **10 working days**, about what has been done or what will be done.

Stage 3

If the outcome or result is still not right for you after Stages 1 and 2, then you can ask for the complaint to be reviewed. You need to do this within **30 days** (one month) of receiving the Stage 2 response.

A different member of staff will review your complaint, this may involve someone more senior or someone outside the service you are complaining about. You will receive a formal response within **20 working days**. This is Stage 3 of our internal complaints process.

If you are not satisfied after Stage 3 you can refer externally - see next page.

STAGE 1

COMPLAINT



5 WORKING DAYS



RESPONSE



If you are not happy you can move to Stage 2. You must do this within 30 days of the Stage 1 response.

STAGE 2

**SPEAK TO a MANAGER
OR QUALITY TEAM**



10 WORKING DAYS



WRITTEN RESPONSE



If the outcome is not right you can move to Stage 3. You must do this within 30 days of the Stage 2 response.

STAGE 3

REQUEST a REVIEW



20 WORKING DAYS



FORMAL RESPONSE



CAN I COMPLAIN EXTERNALLY?

If you are not satisfied with the response after Stage 3, you have the right to refer externally, outside of Langley. This would normally need to be within **30 days** of Stage 3 being closed, which is the end of the internal complaints process.

You can share your complaint with any of the following external agencies if you remain dissatisfied with the response Langley staff have given you in writing:

The Independent Housing Ombudsman Scheme

This can be used by clients in all types of Langley services. They will usually not investigate complaints unless our internal procedure has been completed first (Stages 1, 2 & 3).

Contact:

The Housing Ombudsman Service,
81 Aldwych, London,
WC2B 4HN

Telephone: **02074 213 800**

E-mail: info@housing-ombudsman.org.uk

Care Quality Commission

Clients who are in accommodation in Care services can complain to the Care Quality Commission. The national contact details for the Care Quality Commission are below.

Contact:

Care Quality Commission
National Correspondence,
Citygate, Gallowgate,
Newcastle upon Tyne,
NE1 4PA

Telephone: **03000 616161**

E-mail: enquiries@cqc.org.uk

If you have been abused (which can include physical, mental or sexual abuse) and feel you cannot speak to Langley staff, then you can contact the safeguarding authority.

The contact details of the local safeguarding authority are different for each service and can be found on the notice board of your service.





T 03330 035 025 **E** info@langleytrust.org

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