



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 things 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 **12 months** of the situation occurring or within 12 months of you becoming aware of the issue.

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 an initial response within the **next 5 working days**. This may also be referred to as an acknowledgement.

After this, you will receive a final response within **10 working days**, which will tell you what action(s) have been taken or are going to be taken. 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. You need to let a staff member or your service manager know that you want to go to this stage. You will receive an initial response within **5 working days**.

Your stage 2 complaint will be looked at by another member of staff, different from who looked at your complaint at stage 1.

You will then receive a final response within **20 working days**, which will tell you what action(s) have been taken or are going to be taken.

If you are not satisfied after Stage 2 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

STAGE 2

SPEAK TO A MANAGER
OR QUALITY TEAM



10 WORKING DAYS



WRITTEN RESPONSE



**IF THE OUTCOME IS NOT RIGHT YOU CAN
ESCALATE YOUR COMPLAINTS EXTERNALLY**

CAN I COMPLAIN EXTERNALLY?

If you are not satisfied with the response after Stage 2, you have the right to refer externally, outside of Langley. This would normally need to be **as soon as possible** after Stage 2 has 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).

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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