



Compliments and Complaints Policy

We welcome feedback on all aspects of our work. Such feedback is invaluable in helping us evaluate and improve our activity. This policy and the procedure(s) that implement it will:

- make sure everyone knows how to provide feedback
- inform people how this feedback will be acted upon
- make sure that complaints are dealt with consistently
- make sure that compliments and complaints are monitored and used to improve our work.

What do we mean by complaint?

A complaint is any expression of dissatisfaction, whether justified or not, about the way we have carried out our work or represented parent carers.

What do we mean by compliment?

A compliment is any expression of satisfaction or approval about the way we have carried out our work or represented parent carers.

What does this mean we will do?

We will:

- listen carefully to complaints and treat them as confidential, where possible
 - record, store and manage all complaints accurately and in accordance with whatever data protection legislation is in force at the time
 - investigate all complaints fully, objectively and within the time frame stated in the accompanying Compliments and complaints procedure document
 - notify the complainant of the results of the investigation and any right of appeal
 - inform the complainant of any action that will be implemented to ensure that there is no re-occurrence
- report, on an annual basis, to the membership the number of compliments and complaints received.

What happens if a compliment or complaint is made anonymously?

We will record and consider the compliment or complaint, but our actions may be limited if further information is required to undertake a full and fair investigation.

Who should I raise my compliment or complaint with?

Please submit your compliment or complaint in writing and post to:

SENDAC, c/o Cumbria Family Support, The Office, Mardale Road, Penrith CA11 9EH.
Mark the envelope 'Confidential'.