

## **Compliments and Complaints Procedure**

### **Introduction**

Living Options Devon exists to ensure people with physical and / or sensory disabilities and Deaf people with sign language can make an active and equal contribution in society.

Living Options Devon welcomes comments, suggestions compliments and complaints. Your compliments and complaints tell us when we are getting things right and also when we are getting things wrong. Your suggestions will help us improve our service.

We are committed to providing a high standard of service, but we know that sometimes things can go wrong. If you are not happy with the service you have received or you feel you have been treated unfairly or rudely, please let us know.

If you would like to give us some 'compliments', general comments or feedback, please contact us in any of the following ways:

Address: Living Options Devon  
Ground Floor Units 3 -4  
Cranmere Court  
Lustleigh Close, Matford Business Park  
Exeter  
EX2 8PW

Telephone: 01392 459222

Email: [info@livingoptions.org](mailto:info@livingoptions.org)

SMS: 07856 469940

### **A complaint is:**

'Any expression of dissatisfaction that requires a response'.

### **Who can complain?**

Our complaints procedure is available to service users, a person complaining on behalf of a service user or to any member of the public. Living Options Devon will take your complaint seriously. Any member of staff wishing to make a complaint should refer to the grievance procedures.

## **Complaints Procedure**

We will investigate complaints quickly and thoroughly and hopefully reach an acceptable solution.

Complaints will be recorded and monitored in a complaints log and common trends will be highlighted.

The first thing to do if there is a problem is to speak to the member of staff who would normally deal with the matter. Often they will be able to sort it out straight away.

Whilst we understand that persons wishing to make a complaint may be upset or angry, unacceptable behaviour towards our staff will not be tolerated. Aggressive or abusive behaviour towards staff or unreasonable demands made on staff will not be accepted.

If anyone displays unacceptable behaviour towards our staff, steps will be taken to protect our staff. In such circumstances, contact with the organisation may be limited. Any correspondence that is abusive or offensive will not be responded to. The complainant will be advised to re-submit the complaint (amending any such abusive or offensive wording) if they want it to be investigated.

Living Options Devon is committed to ensuring that the services it provides and all complaints received are dealt with fairly, regardless of any protected characteristics as outlined within the Equality Act 2010.

### **Stage 1**

If you are not satisfied that the problem has been resolved you should contact the Living Options Devon's Charity Hub Coordinator. We would prefer your complaint to be in writing, by letter or email, but it can be by telephone or in person. You have the right to request the support of an independent advocate (provided you are deemed eligible under current commissioning arrangements, and taking into account any potential conflicts of interest) or friend at any point during this process. We will treat this as **Stage 1** of the procedure.

Your complaint should set out what the problem is and what action you would like to see as a result of your complaint.

If you need communication support when making your complaint please let us know.

You will receive an acknowledgement from us in 3 working days and a reply from us in 10 working days. If the matter is complicated and we can't give you an answer in 10 days we will let you know when you can expect to get an answer.

All complaints will be treated in confidence and we will only discuss your complaint with the people who need to be involved.

## **Stage 2**

If you do not think the problem has been resolved you should write to the Living Options Devon's Chief Executive within 30 working days, explaining why you are unhappy with our response to your complaint. You will receive a response within 10 working days. If the matter is complicated and we can't give you an answer in 10 days we will let you know when you can expect to get an answer.

## **Stage 3**

If you think we have still not resolved the problem you have the right of appeal to the Board of Trustees. You should write to the Chair of Trustees within 30 working days of receiving the Chief Executive's decision, asking for your complaint to be referred to the Board.

The Chair of Trustees will independently review your complaint. If it is upheld, the necessary action will be taken. If the complaint is not upheld, it will immediately be referred to a Complaints Panel. The Complaints Panel will be made up of three members of the Board of Trustees and will be set up to hear your appeal within 30 working days of your request. You can put your case directly to the panel, accompanied by a friend, if you wish. The panel will give you a decision in writing within 10 working days of the hearing.

The decision of the Complaints Panel will be final.