

Complaints Procedure

Carers' Hub aims to provide high quality services which meet your needs. We believe we achieve this most of the time, but if we are not getting it right please let us know. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of any reason you are not satisfied with your dealings with the organisation.

Making a complaint - stage 1

In the first instance, if you are not happy with a Carers' Hub service please let us know by speaking to a member of the team, or the manager of the service you are unhappy with. This gives them the chance to put things right quickly and where possible resolve the problem. If you cannot or do not wish to make

a complaint in person, you have the option of emailing, writing or telephoning us. Often we will be able to give you a response straight away. When the matter is more complicated we will give you an initial response within five working days.

Adult Carers Service

Telephone: 020 7501 8970

Email: connect@carershub.org.uk

Write to us: Carers' Hub, 336 Brixton Road, London SW9 7AA

Young Carers Service

Telephone: 020 7501 8972

Email: youngcarers@carershub.org.uk

Write to us: Carers' Hub, 336 Brixton Road, London SW9 7AA

Making a complaint - stage 2

Where it is not possible or appropriate to respond informally, or if you are still unhappy, we will follow our complaints procedure. Please get in touch in writing using the contact details above. To help us deal effectively and quickly with your complaint please include the

following details:

- Specify clearly what aspect of our service you wish to make a complaint about
- Your name and contact details: this is essential as we cannot investigate anonymous complaints
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue
- Include details such as the place and time the incident occurred
- Please let us know if you have already reported the complaint, and if any action was taken previously

Timeframe

We will acknowledge your complaint within 5 working days and we will carry out an investigation. As part of the investigation we may ask to speak to you further about the complaint. The target time for completing the investigation is 28 working days, though it sometimes takes longer. If this is the case any delay will be explained.

If your complaint is upheld you will receive a full written apology and, where appropriate, be given details of any action that we are taking to put things right or ensure that the situation does not happen again.

Complaints involving another organisation

If your complaint involves another organisation, we will need to share your complaint with them in order to fully investigate your concerns. In order to comply with GDPR guidelines, we will ask you to complete a consent form before doing so. Once we receive your consent to share your complaint with the other organisation, our 28 working day target time for the investigation will begin. Without consent we will still look at your concerns but may be limited in what we can share with those responsible for your experience.

Appealing

If you are unhappy with the response from the manager who has responded to the complaint you should write to the CEO within 20 working days of receiving the response from the investigation. The CEO will acknowledge your appeal within 5 working days.

Write to us:

FOA: CEO - Private & Confidential
Carers' Hub

336 Brixton Road
London SW9 7AA
Email: alice@carershub.org.uk

A Senior Manager or the CEO will review the complaint and the investigation process and respond within 28 days. The decision of the appeal will be final.

If you made your complaint to the CEO in the first instance and you are unhappy with the response, you have the right to put your case in writing to the Chair of the Board of Trustees within 20 working days of receiving the written response. The Chair will acknowledge your appeal within 5 working days. The Chair will review your complaint and the investigation process and will respond within 28 working days. The decision of the Chair of Trustees is final.

If the initial complaint was made to the Chair of the Trustees, the appeal will be reviewed by the Board of Trustees at their next available Board meeting. Carers' Hub Trustees currently meet on a quarterly basis. The decision of the Board will be final.

Confidentiality, Data Protection and our Information Governance

We collect information about our service users for our own recording and reporting purposes which is made anonymous before such use. Carers' Hub Lambeth complies with the Data Protection Act 2018. Records of all complaints will be kept for at least one year after the complaint is resolved or dealt with. The Chief Executive or Senior Managers will review complaints files annually to identify trends and ensure appropriate action is taken to achieve ongoing improvements.

The Board of Trustees is kept informed about all formal complaints received.

Carers' Hub Lambeth will not pass on any personal information about you to any other organisation without your specific informed and written consent, unless you or another person involved in the complaint are at risk of harm or it is a life-threatening situation. You have the right to ask about and see any information that we may hold about you, and what we use it for, free of charge. Please contact us at the same address to exercise this right.