



## Complaints Policy

### Introduction:

We take complaints about our work, staff and levels of service very seriously. If you are dissatisfied with any part of our service delivery, we encourage you to follow the process for raising a formal complaint.

This policy has been developed to ensure all GoGet clients, their families and those representing them have a clear pathway to making a formal complaint.

For this GoGet Active Complaints Policy, a complaint is defined as negative feedback regarding our agency and/or its service delivery, whether it is written or verbal. Requests for information are not considered complaints. However, a statement of concern or a statement of a problem would be considered a complaint.

### Policy:

#### How to make a formal complaint

We would invite anyone who has a concern or complaint regarding our service delivery to discuss matters with us in person directly at the earliest possibility. We appreciate that this is not always easy but is often the quickest way to resolve an issue. It may be helpful to prepare for this discussion by writing notes about the main points you want to raise and what outcome you would like to see. We would follow up the conversation with a letter covering the main points of what was agreed and send a copy of this letter to yourselves, the social care manager involved and if appropriate the member of staff concerned.

#### What information we'll need from you -

If you want to make a formal complaint about GoGet, we will need:

- a clear, detailed description of what your complaint is about
- copies of any letters or emails related to the complaint
- your email address or postal address (so we can reply)

#### How to make your complaint -

If you want to speak to someone about a complaint, you can call our office on 01904 501177, where we will try to resolve the issue if we can.

Our office is generally staffed 9:30am to 4:30pm, Monday to Friday, excluding bank holidays.

Alternatively, you can email either of GoGet's business partners, [andy@goget.org.uk](mailto:andy@goget.org.uk) or [helen@goget.org.uk](mailto:helen@goget.org.uk)

Please note that it is advisable to place detailed complaints in writing, where possible, to ensure your concerns are comprehensively covered.

#### What happens next -

When you've made your complaint, we will:

- send an email to let you know that we've received it (as long as you've provided a valid email address).

Our complaints process has 3 stages:

- Stage 1 - complaints go to the team leader of the individual or team that your complaint references. The team leader will investigate, with a target of responding to your complaint within 20 working days
- Stage 2 - complaints are investigated by the senior manager responsible for the team that your complaint references. They will investigate with a target of responding to your complaint within 20 working days
- Stage 3 - complaints are investigated by GoGet's partners. They will investigate with a target of responding to your complaint within 20 working days

#### What to do if you're not satisfied

At each stage of our complaints process, you will be provided with the information to escalate your complaint if you are unhappy with the response that you receive.

If, after following the 3 stages of our complaints process, you are not satisfied with the outcome of your formal complaint, you can ask for a meeting with the local authority that commissions the sessions. You can also raise your complaint with your local councillor who can forward the complaint on your behalf or tell you about your next steps.

Reviewed by Helen Roe and Andy Roe on behalf of GoGet

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