

## **Leeds Weekend Care Association**

### **Complaint Procedure**

Leeds Weekend Care Association is committed to providing a high-quality service to everyone we deal with. To do this we need you to give us any comments about our service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

#### **Courtesy and respect**

You can expect to be treated with courtesy, respect and fairness always. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness

We will not tolerate threatening, abusive or unreasonable behaviour by any complainant. Such situations are rare, however, should they happen, we will cease communication with the complainant immediately.

#### **Informal complaint – stage 1**

Where issues are simple and we accept we have done something wrong, we may not need a formal investigation. We can say sorry, try to put things right and / or learn from our mistake. Where this is an option, we will do this promptly and within 10 working days.

Any member of staff can deal with a complaint informally (including the person being complained about) and offer an on-the-spot apology. If the complaint is simple but the person who received the complaint cannot handle it because they are unfamiliar with the issue, they will pass it on to someone who can as soon as possible.

If you wish to make an informal complaint and haven't had the opportunity of expressing this at the playscheme, please contact the Scheme Manager on **07506 722 495** or write an email to [office@lwca.co.uk](mailto:office@lwca.co.uk)

If you are still not happy or we don't feel that the complaint is easily dealt with informally, you can make a formal complaint using stage 2

## Formal Complaint – stage 2

A complaint will be escalated to this stage when:

- stage 1 (an informal complaint) was attempted but you remain dissatisfied
- the issues are complex or require detailed investigation, or
- the complaint relates to issues that have been identified as serious.

If the matter still remains unresolved, your complaint should be referred in writing to the LWCA Management Committee. The Chairperson's decision will be given in writing and will be final.

Where a complaint is made against the Management Committee or the Chairperson, the following procedure will be followed:

In the event of the matter being unresolved internally, it should be referred in writing to OFSTED at:

The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone OFSTED: 0300 123 1231

Our Registration number for L.W.C.A (Weekenders Club) is: **EY463923**

### How to make a formal complaint

You can make a formal complaint in several ways:

by e-mail: [office@lwca.co.uk](mailto:office@lwca.co.uk)

or by post to:

Leeds Weekend Care Association, Suite 4, Gledhow Mount Mansion,  
32 Roxholme Grove, Leeds, LS7 4JJ

When making your complaint please include:

- your name and address (an email address will be accepted)
- what your complaint is about, and
- any other requirement (for example, if you need your response by post rather than email).

Please try to be as clear as possible. This will help us understand your complaint and respond to you promptly. If a complaint is unclear, we may ask you for more information to help us to understand. If you do not provide the information we need when asked, we may not be able to help you.

## Timescales

If you want to make a formal complaint, then you should do so within 14 days of the matter you wish to complain about. Waiting longer could make it difficult to look at your complaint and mean that we aren't able to unless we think there are exceptional circumstances. Examples of exceptional circumstances include:

- you've only just found out about the problem
- you need an extension as a reasonable adjustment, and
- ill health, bereavement or other serious personal circumstance.

We aim to send a full response within 14 working days of receiving your complaint. If we need to contact you for further clarification, or your advocacy agency for consent, the 14 working days will start from the date we get the information we need. If we are not able to meet this deadline, we will tell you and let you know when we are likely to be able to respond to your complaint.

## Outcome

We will give a fair and balanced description of what happened and what conclusions we have reached on your complaint.

If we can put things right, we will try to. If we can't put things right, we will be open and honest, say sorry, explain what went wrong (and why) and try to improve in the future.

## Reasonable adjustments

Our aim is to make our service complaints policy easy to use and accessible for everyone. We will take steps to make any reasonable adjustments needed to access this policy, or any requests to provide responses in other formats.

If you are unable to contact us in writing because of a disability and need a reasonable adjustment, please call us on **07506 722 495**.

### ***Policy version information***

<i>Policy created or last reviewed</i>	<i>October 2023</i>
<i>Reviewed by</i>	<i>L Sheader / L Sunderland</i>
<i>Policy approved by Board</i>	<i>December 2023</i>
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