



# Comments, Compliments and Complaints Policy

**Carers Bucks:** Registered Charity No. 1106745, Company Registration No. 4941481

## **1 Introduction**

- 1.1 Carers Bucks welcome comments and compliments on our work from all those who access our services. We also recognise that from time to time there will be things that go wrong and welcome complaints about these because they can help to prevent the same thing happening in future. Anyone who wishes to make a comment, compliment or complaint about our service is welcome to do so and will receive a response within a reasonable period of time. Where the response does not bring satisfaction, we will explain our appeals procedure.
- 1.2 The following notes explain our “Comments, Compliments and Complaints” procedure.

## **2 Comments and Compliments**

- 2.1 Please address comments and compliments about our service or staff to the person you dealt with directly. The Chief Executive and the Board of Carers Bucks and Carers Milton Keynes does see the comments and compliments that are received and welcomes the views of anyone who uses our services.

## **3 Complaints**

- 3.1 Our complaints procedure is a three stage process.
- 3.2 Stage One. Please speak to the member of the Carers Bucks team with whom you have been dealing as soon as possible about your complaint. Where possible, we will try to resolve the matter at that stage.
- 3.3 Stage Two. Where you are unable to resolve your complaint, please either phone 0300 777 2722 or write to:  
Chief Executive  
Carers Bucks  
Ardenham Court  
Oxford Road  
Aylesbury  
Buckinghamshire  
HP19 8HT

If you contact us you will be given a copy of our Comments compliments and Complaints policy. You can either write to us outlining your complaint, ideally letting us know who you originally spoke to or dealt with and why you are unhappy with our service or support. If you do not want to write to us we will take note of your verbal complaint. Your complaint will then be investigated by a member of the management

team not directly involved in the area of complaint. You will receive a written response within twenty days.

- 3.4 Stage Three. If you are not happy with the response and want to take things further then you should write to us within ten days of receiving our reply (which is assumed to be three working days after posting), explaining why you are still not happy. The letter should be addressed to the Chief Executive who will conduct a review of the matter and will respond within twenty days.
- 3.5 Appeals Process. If the response of the Chief Executive does not resolve the matter then the complaint can be heard by a Panel of Trustees. You must notify the Chief Executive in writing within five days of receipt of his letter if you wish to use the Appeal process. The Panel will normally be convened within twenty days and you will be given at least ten days notice of the time and place of the meeting. You can bring a friend or supporter with you to the Panel to help explain your complaint and provide moral support. The Panel will not normally give their findings on the day but will respond in writing within ten days. The decision of the Panel is final.
- 3.6 All notes of conversations, actions, correspondence and conclusions will be saved in the Chief Executive's digital folder.