



Complaints Policy and Procedure

By Dave Woolley, CEO

November 2023

1.0 Aim of this policy

Your Voice Counts is committed to making sure that all our services will always be good quality. However, there may be times when people who use our services, carers, relatives, and the general public will want to raise concerns about our services, policies and practices.

The following procedure will always be followed when considering all complaints.

2.0 Scope of this policy

This policy applies to all employees and volunteers of Your Voice Counts.

3.0 Procedure

A person can make a complaint by email, telephone or letter. Complaints will be listened to and discussed in confidence.

A letter will be sent to the person making the complaint within five working days letting the person know that we are dealing with it.

The appropriate Manager will talk to everybody involved and the results will be reported back to the person who made the complaint within 28 days. If the Line Manager cannot respond within 28 days an explanation should be given.

The complaint and any decision made by the Manager will be recorded and kept by the Chief Executive.

If the person making the complaint is not happy with the decision, they can ask Your Voice Counts to reconsider the complaint and carry out more investigation. They can do this by telephone, email or letter within 10 working days of receiving the results of the complaint.

A different Manager will conduct a further investigation, and a letter will be sent to the person making the complaint within five working days letting them know who is dealing with their complaint.

The Manager will look at the first investigation and might do further investigation if they need to. They will report their findings back to the person who made the complaint within 28 days. If the investigation takes longer than 28 days an explanation should be given to the person making the complaint.

If a complaint is about how a staff member or volunteer is behaving while doing their job and the investigation proves that the staff member or

volunteer is not doing their job properly, then Your Voice Counts' disciplinary guidelines will be started immediately.

If the complaint is about the Chief Executive, a member of the Board of Directors will investigate.

If the complaint is about a service commissioned by Newcastle Council, the person has the right to ask the council to investigate. Your Voice Counts will make sure the person is aware they have this option and will pass the complaint on to Newcastle Council's commissioning team.

If the complaint is about a service commissioned by Gateshead Council, the person can raise any concerns via www.gateshead.gov.uk/ascontact.

The Board of Directors will be told about all complaints received at the next Board meeting and will discuss the findings from the investigations to see if any changes need to be made to make our services better.

4.0 Monitoring and review

We will monitor the effectiveness of this policy and the impact on all other relevant policies and practice. This review will happen when necessary and as a minimum every 3 years.

The CEO is the owner of this policy document and must ensure that it is periodically reviewed according to the review requirements contained herein.

The latest version of this policy document dated 02/11/2023 is available to all employees of Your Voice Counts on Teams.

This policy document was approved by Your Voice Counts' Senior Management Team and is issued by the Chief Executive Officer ("CEO") on a version-controlled basis.

Name of CEO: David Woolley

Date: 02/11/2023

5.0 Further information

If you receive an advocacy service from us in Newcastle, you have the right to ask Newcastle Council to handle your complaint. If you would prefer this let us know and we can pass on your complaint to them. If the complaint is about a service commissioned by Gateshead Council, you can raise any concerns via www.gateshead.gov.uk/ascontact.

Document information

Last updated:	29/08/2024
Review date:	01/11/2026
Document owner:	Dave Woolley

Version control

Issue	Description of change	Approval	Date of issue
1	3.0 and 5.0 Added If the complaint is about a service commissioned by Gateshead Council, the person can raise any concerns via www.gateshead.gov.uk/ascccontact .	JR	29/08/2024
2			
3			