

**COMPLAINTS AND COMMENTS PROCEDURE**

Camden Carers Centre (CCC) is an organisation working in the London Borough of Camden. As a busy organisation we may occasionally make mistakes or our services might not always be up to the expectations of our users and stakeholders.

Anyone who uses or is involved with Camden Carers Centre's services has the right to complain if they are not satisfied with the quality of service they have been given. We are keen to hear from you if you have any comments or suggestions to make about Camden Carers Centre and the services we provide.

We welcome your views and will do our best to deal with any complaints promptly and efficiently. We also appreciate hearing from people who have found our service helpful or if you have any ideas or suggestions about how to improve our services.

**HOW DO I COMPLAIN?**

If you wish to complain please consider the following procedures and decide which is most appropriate or best suits you. These are as follows:

**An Informal Chat**

Most complaints may be easily resolved by talking the problem over with the staff member you are in contact with at Camden Carers Centre. An informal chat may resolve the problem or sort out any misunderstanding. If you wish, the staff member will record the main points of the discussion and give you a copy of this.

**Discussion with their line manager**

Instead of having an informal chat with the staff member you are in contact with, you may prefer to resolve the problem by having an informal chat with their line manager. To do this, contact their manager who will arrange a mutually convenient time to meet within 10 working days of being contacted. At the meeting a record of the discussion will be made and a copy of this given to you. The line manager will respond to your complaint within 10 working days.

If the complaint is about the CEO you should make contact with the Chair of the board of trustees.

**Written Complaints**

You may feel unable or not want to raise a problem with any of Camden Carers Centre's staff. Instead you may prefer to write to the Chair of the Board of Trustees at the address given at the end of this leaflet. After receiving your complaint the Chair will look into it and reply to you within 28 days.

Whichever of the above steps you prefer to take CCC is committed to receiving your suggestions and complaints sympathetically. If however you are still dissatisfied after following the above procedures you can register a formal complaint outlined below.

**MAKING A FORMAL COMPLAINT**

If you are still dissatisfied with the outcome after following the above procedures, you can register a formal complaint by writing to the CEO or Chair of the Board of Trustees to the address given at the end of this leaflet, saying that you wish to register a formal complaint. A formal complaints panel will then be set up within 28 days. The panel will consist of the Chair and 2 Board of Trustee members.

It may not always be necessary for you to attend a meeting of the Complaints Panel. If, however, you are invited to discuss your complaint, you are entitled to bring a friend or companion with you if you wish and an interpreter or sign language interpreter.

After meeting, the complaints panel will then make a recommendation which you will be informed about in writing. Any decision of that meeting will be final.

Camden Carers Centre is committed to providing a quality service. Complaints are important to help us improve our services. Comments or suggestions on our services are always welcome.

**ADDRESS:**

Camden Carers Centre

Charlie Ratchford Centre

Belmont Street

NW1 8HF

0207 428 8950

* Chair of Board of Trustees

Address as above