

	COMPLAINTS POLICY AND PROCEDURE ABBEYFIELD OXFORD SOCIETY
How to let us know	<p>We are committed to providing you with an excellent service. We understand, however, that sometimes the service we provide may not meet your expectations. If this is the case, we want to know about it.</p> <p>Don't be afraid to complain. Sometimes it is the only way we can find out that things are wrong. We keep all complaints confidential.</p> <p>We welcome your suggestions and comments, together with those from your relatives and friends, or organisations such as Age UK (AIMS) or Social Services departments, to help us to assess the services we provide.</p> <p>You can ask for support from your family, a friend, your representative or advocate throughout the process of raising a concern or complaint.</p> <p>If you have a concern about the services you receive from us, the first person to speak to is the House Manager. They will talk with you about the problem, make a note of your concern and try to sort it out immediately (or, if not, within five working days). In most cases this will sort the matter out quickly and satisfactorily. However, if you feel you can't raise your concern with them you can follow the procedure in this document.</p>
If you're not satisfied	<p>There are two ways you can take the matter further.</p> <ol style="list-style-type: none"> 1 You can put your complaint in writing and provide it to the Abbeyfield Oxford Society Complaints Officer. 2. You can ask a member of staff or a volunteer to write down your complaint and give it to you for approval. You can then pass it on to the Complaints Officer. <p>The procedure then follows two stages:</p>
Stage 1: Investigation by the Complaints Officer	<p>The Complaints officer will look into your complaint and try to sort it out within five working days. They will aim to send you a full written response within 10 working days, but will let you know if it is going to take longer. If you are not satisfied with the response, please contact the Chairman and say you wish to appeal.</p>
Stage 2: Appeal to the board of trustees	<p>The Chairman will arrange for two members of the board to hear your complaint at a meeting in a suitable location. We will invite you to the hearing and you can ask your friend, family member or independent representative/ Advocate to come with you. We will tell you the outcome of the appeal within 10 working days of the hearing</p>
Appeal to the independent Housing Ombudsman	<p>If you are still not satisfied with our response, you can ask the Housing Ombudsman Service to investigate your complaint. The Ombudsman is an independent complaints 'referee' and the service is free. The Administrator will be happy to give you more information about the Ombudsman service.</p>

	The Ombudsman will investigate your complaint as long as you have already followed our complaints procedure.
Independent Housing Ombudsman	<p>Housing Ombudsman Service 81 Aldwych London WC2B 4HN.</p> <p>Phone: 0300 111 3000 Fax: 020 7831 1942 E-mail: mailto:info@housing-ombudsman.org.uk?Subject=Enquiry Website: http://www.housing-ombudsman.org.uk/</p>
Supporting People	If you receive funding from Supporting People you can complain to the local Supporting People Team.
Legal proceedings	We cannot deal with a complaint if it raises issues that are already being dealt with by legal proceedings.
Compensation and goodwill payments	We may pay compensation or make a goodwill payment in certain circumstances if an investigation into a complaint confirms that we have failed to meet our responsibilities.
Other formats	If you would like this policy in another language or format please speak to the House Manager who can obtain it from St Albans
Further information	If there is anything in this information you don't understand or if you have any questions or comments about how the complaints procedure works, the House Manager or Complaints Officer will be happy to answer your questions.
How can we improve	We welcome your comments and suggestions about improving our complaints service. After we have looked at your complaint we will write to you to find out whether you are happy with the way we have dealt with it
Policy Review	This policy was last reviewed in March 2015. Next review March 2016

If you would like us to send a copy of this form to someone else who may be able to help sort out your complaint please fill in their details below	
Name	
Address	
Phone number	
Your signature	
Date	