

COMPLAINTS POLICY

1 Policy Statement

- 1.1 At Brighter Futures we believe that any feedback or complaint gives us an opportunity to review our practice and to identify what lessons we may learn to continually improve the services we operate.
- 1.2 If you want to give feedback or complain we will make it as easy as possible for you to do so. You can be accompanied, advised, represented or supported by a person of your choice at any time. If you would like help on how to find an independent advocate our Head of Governance, Business Assurance and Compliance will be happy to assist you.

2 Values in action

- 2.1 We are passionate about our services and the important role we play in the lives of our customers.
- 2.2 We empower people to express how they feel about the services they need and to think about how we could improve them.
- 2.3 We give everyone an opportunity to express an opinion. We respect and listen to them all equally and keep them fully informed of the outcome.
- 2.4 We will feedback creatively on how we run our services and what we could do to improve them.
- 2.5 A sustainable service meets the needs of its customers. We recognise that where we cannot meet our customer needs we have a responsibility to ensure commissioners understand this and how existing unmet needs could be addressed.

3 How we manage and use complaints

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Reviewed by	Head of Governance, Business Assurance and Compliance	Consultation	CEO/Board
Approved By	CEO/Board	Distribution	SharePoint
Version No.	1	Page No	Page 1 of 3

- 3.1 We will address any dissatisfaction or concern as quickly as possible when it is first raised.
- 3.2 We will make our procedures available in plain English and in other formats appropriate to the needs of the customers including large print, and other languages. Please contact the Head of Governance, Business Assurance and Compliance (at the address below) who will help you to get the things you need.
- 3.3 We accept complaints in any format: in writing, by telephone or made in person.
- 3.4 We investigate complaints fully and use them as an opportunity to improve upon the services we offer.
- 3.5 We will provide feedback to complainants and explain any changes we have made as a result of the complaint.
- 3.6 Operational Managers will receive training in dealing with and encouraging complaints.
- 3.7 Our Executive Leadership Team will review complaints and, where possible, use the opportunity to improve service delivery.
- 3.8 We will provide feedback/complaint information to our Customer Services and Human Resources Committee quarterly.

4 How to complain

- 4.1 If there is anything you are unhappy with, please raise it with it with your support worker who will try to put things right straight away. If they cannot fix things straight away they will suggest a plan of action. This might include suggesting you speak to someone else.

If you are not satisfied with the outcome to a complaint and you wish to take the matter further, you can contact the Head of Governance, Business Assurance and Compliance at 5 Whittle Court, Town Road, Hanley, ST1 2QE. Tel 01782 406000 or e-mail: complaints@brighter-futures.org.uk who will escalate your complaint to the most appropriate member of the management team, for further consideration.

- 4.2 We will keep you informed of what is happening with your complaint.
- 4.3 If you are still not satisfied and you are a tenant or licensee of Brighter Futures or have applied for housing, you may complain to the Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ.

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Version No.	1	Page No	Page 2 of 3

- 4.4 If your complaint concerns the support you are given and the support is provided under contract to a local authority you may then complain to the relevant local authority. Contact details are provided in your welcome pack or on request from the Head of Governance, Business Assurance and Compliance.

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Version No.	1	Page No	Page 3 of 3