**Making a Complaint Form**

Home-Start Leeds maintains a culture of continuous improvement at all levels of the organisation and strives to provide excellent services’ However there can be times when things go wrong or those, we support become unhappy with the service they receive.

Complaints are viewed as an opportunity to learn and improve for the future, as well as a chance to put things right for the individual that makes the complaint. Definition of a complaint is any expression of dissatisfaction about any aspect of Home-Start Leeds.

**How to make a complaint**

Please see below the different ways you can make a complaint:

* Complete the form on the reverse of this document and return to office@home-startleeds.co.uk /Home-Start Leeds, F17-F23, Hope House, 65 Mabgate, Leeds LS9 7DR
* Write to our CEO Tracey Simpson-Laing at Home-Start Leeds, F17-F23, Hope House, 65 Mabgate, Leeds. LS9 7DR or email: tracey.simpson-laing@home-startleeds.co.uk
* Write to our Chair of Trustees Karen Breakwell c/o Home-Start Leeds, F17-F23, Hope House, 65 Mabgate, Leeds. LS9 7DR.

**What to expect if you complain**

Your complaint will be treated in confidence, acknowledged and properly looked in to. During the investigation in to your complaint your right to a service will not be affected because you have made a complaint. You will be kept informed of the progress and outcome of your complaint.

**How we will handle a complaint**

Your complaint will be taken through a staged procedure with time scales and responsibilities for the resolution of the complaint.

**Stage 1: Initial Complaint**

Often complaints can be quickly and easily resolved, so we would encourage you initially to speak to a member of staff – this is about who you feel comfortable to approach – or contact the CEO who will be happy to discuss your complaint and will do their best to resolve the issue(s), if possible.

If you have written/emailed us with your complaint, you can expect to receive a response from us within 5 working days in writing or by email to acknowledge receipt and to clarify any details.

If further investigation is required, we will let you know who is dealing with your complaint and when they will respond to you in writing with the conclusions of their research and the reasons for the outcome. This will normally be within 20 working days of receiving your initial complaint.

Alternatively you can contact the Chair of Trustees.

**Stage 2: Further review**

If you are unhappy with Stage 1 outcome you have 15 working days to write and ask for your complaint to be reviewed by the Board of Trustees who will delegate a member to undertake the review. The review will focus on how the Stage 1 review was handled, looking at whether it:

* Addressed the issues of your complaint.
* Adequately remedied any shortfalls in the service.
* Articulated the outcome adequately; and was sufficiently thorough and fair.

You will receive a response in writing to let you know the outcome within 20 working days.

**Stage 3: Appeal**

If you are unhappy with the Stage 2 response you can appeal to the Chair of Trustees who will review the complaint. You should write to, or email within 15 working days of the dated Stage 2 response.

The Chair of Trustees will review the complaint within 20 days and **respond in writing within a**

**further 20 days of receipt.**The response will detail the findings of the review and inform you what

appropriate action has been taken, if any.

**The decision taken at Stage 3 will be Home-Start Leeds final response.**

**Complaint Form**

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| --- |
| **Your Details** |
| **Full Name** |  |
| **Address** |  |
| **Telephone** |  |
| **Email** |  |

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| --- |
| **Date, Time and Location – of the complaint** |
|  |
| **Details of the complaint** |
|  |
| **Signed** |  |
| **Date** |  |