

**HOW
TO
COMPLAIN
ABOUT
LEEDS ADVOCACY**



Leeds Advocacy tries to provide a good service for everyone. If you are not happy about something we have done, or something we didn't do you have the right to complain and to have your complaint taken seriously.

We hope that you are able to discuss problems with Leeds Advocacy staff at any time. If you feel you can't do this or if you haven't had a satisfactory response then you should use the complaints procedure.

WHO CAN USE THIS PROCEDURE ?

This complaint policy and procedure is intended for use by most people e.g. advocates, partners, sessional workers, members of the public, members of Leeds Advocacy, Users' Service Providers etc..

Leeds Advocacy staff may not use this procedure as they have a separate grievance procedure, which they must follow.

WHAT CAN YOU COMPLAIN ABOUT ?

You can use the complaints procedure to complain about anything that Leeds Advocacy is responsible for. This includes the aims of the organisation and the way that we work towards achieving these aims.

Leeds Advocacy supports and encourages people involved in advocacy partnerships but cannot be held responsible for what happens within the advocacy partnership. We will always try to help but we can never tell partners or advocates what to do or how to behave.

HOW TO COMPLAIN

STEP 1

Discuss the problem first with somebody in Leeds Advocacy. We will take your complaint seriously. If it is appropriate we will think about ways we can change things for the better. We will apologise if that is appropriate.

If you are not happy with this then go to **STEP 2**:

STEP 2

Fill in the form attached to this sheet. Send it in a sealed envelope marked "**Confidential**" to the following:

**The Chief Executive
Leeds Advocacy
Unit A4, 26 Roundhay Road
Leeds LS7 1AB**

If you need help filling in the form you could ask a friend or relative or someone at the Citizens Advice Bureau.

You need to make it clear whom you want to deal with your complaint - this can be one person or two if you prefer. Please tick the box next to the person or people you have chosen. If you choose 'someone else' you will have to tell us who it is and how we can get in touch with them.

Two members of the Directors have agreed to take charge of complaints and will make sure your complaint is dealt with properly.

Once we receive the form we will arrange for a meeting between yourself and the person/people you have chosen. We will do this as soon as we can and will try to arrange the meeting within 10 days. If people are on holiday or ill it may take longer to deal with your complaint. However it will not be ignored.

At the meeting you will have the opportunity to say whatever it is you are unhappy about. If you want to bring someone with you, either to help or for moral support you can. Notes will be taken at the meeting and a copy will be sent to you. The notes will include an Action Plan that will tell you what will happen next.

We hope that you will then be satisfied that your complaint has been dealt with properly. The Action Plan might take some time to happen so please allow for this. If you are still not satisfied go to **STEP 3**.

STEP 3

If the Action Plan does not sort things out then you need to talk to the person who dealt with your complaint before. If possible, write your concerns down.

Another meeting will be arranged for you to talk with two of Leeds Advocacy's Directors. Again, you can bring someone with you if you wish. Notes will be taken and an Action Plan determined. This will be the final agreement.

We hope that by following these steps any complaint about Leeds Advocacy will be sorted out to your satisfaction.

APPEAL

You have the right to appeal against the decision agreed in **Step 3**. In this situation, an independent organisation will look into your complaint and make a proposal.

In order to appeal, you must first follow **Steps 1, 2 and 3**, and allow enough time for the Action Plan to happen.

The result of an appeal will be final. Leeds Advocacy will make every effort to comply with this decision, but cannot be legally bound by it.

WHO WILL KNOW ABOUT YOUR COMPLAINT ?

- The Directors of Leeds Advocacy
- The Chief Executive and some staff
- The people who you have chosen to deal with your complaint
- The person who your complaint is about will be told as soon as possible unless it is likely that this will cause them to hurt you.
- Sometimes other professionals and services depending on the issues.

OTHER WAYS TO COMPLAIN

Regardless of these procedures you may also complain to Leeds Department of Social Services about us by using their standard complaints procedures and mentioning us by name. Their contact address is as follows:

*Customer Services Officer
Department of Social Service
Merrion House
110 Merrion Centre
LEEDS LS2 8QB*

Please remember the first step is to speak to someone in Leeds Advocacy about your complaint.

Your Name:

Your Address:

Your Phone Number:

What do you think Leeds Advocacy has done wrong ?

What do you think should be done about it ?

Who do you want to deal with your complaint ?

- The Chief Executive
- A Director
- A Management Committee Member
- Independently by the Advocacy Network-Leeds, Manager
- Someone else (please say who, and how we can contact them):

Signed

Date

Write on the back of this sheet or on extra sheets if you wish.

Please return to the office in an envelope marked 'confidential'.