



Apuldram Centre

Complaints Policy

September 2022

Introduction

The Apuldram Centre is committed to providing quality services and working in an open and accountable way. We value feedback from all sources which helps us continually improve and develop the way in which we provide our services.

This policy deals with the recording and handling of complaints from people we support, stakeholders and other users about the standards of services provided by us.

Definitions

Complaint When a person expresses dissatisfaction with any aspect of our:

- Services:- supported living, daytime activities (hub and daycare), shop/café
- Policies
- Behaviours

We recognise that the majority of concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly, listening to the views of the complainant
- respond proportionately to the concern

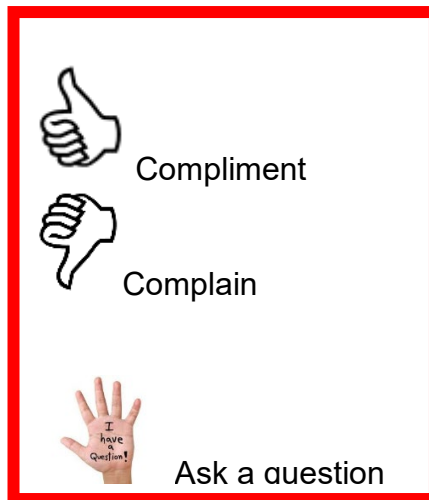
But if concerns cannot be satisfactorily resolved informally, then we will:

- Explain to complainants (or their advocates) our procedures and associated timescales for responding to complaints including an escalation process in the event the complaint is not readily addressed by management and provide this information in an accessible format matched to their needs.
- Provide a written complaint and appeal procedures
- Record complaints and review complaint trends and frequencies
- Where appropriate, put in place service improvements following complaints investigations and recommendations.



We would like to know if there is anything that you are not happy about, or if you want to talk to us about your support. Please feel free to come and see us at

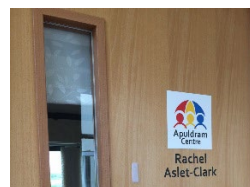
The Apuldram Centre for a chat.



Telephone Apuldram 01243 783 370
Email Apuldram info@apuldram.org

Telephone Rachel 01243 216 845
Email Rachel rachel@apuldram.org

Rachel at the centre



The Apuldram Centre, Common Farm, Appledram Lane
South, Chichester, West Sussex PO20 7PE

How to Make a Complaint

Stage 1

We, the Apuldram Centre, want to hear people's views on our services. It helps us to learn, improve and provide the services that you want. Please tell us if you are unhappy with our service in any way. We will endeavour to resolve your complaint to your satisfaction.

We hope that the majority of concerns will be raised informally, and dealt with quickly by the relevant service manager, or by the Chief Executive. You will find their contact details in the box at the bottom of page two of this document

Our aims are to:

- resolve informal concerns quickly; listening to the views of the complainant
- respond proportionately to the concern

If you have taken this step and are still not satisfied, you may wish to take things further. You can do this by using our "Stage 2 Complaint Procedure" which is outlined below.

Stage 2

1. Making a complaint

- Please do this as soon as possible after the event as this will help us to deal with your complaint more effectively. Please put your complaint in writing and send or email it to the manager of the appropriate service, the Chief Executive, or the Chair of Trustees at the address at the end of this document (if the complaint relates to the Chief Executive).
- Please tell us if you have already talked to someone at the Apuldram Centre about your complaint and what happened. If you haven't felt able to talk to anyone at the Apuldram Centre about it, please say why this was.
- To help us resolve your issue, please explain what it is you are complaining about and give as much detail as you can, including times, dates and places.
- If your complaint is about a person, please give their name.
- If you are complaining about a person, they will be given a copy of your complaint. We will not give them your contact details.
- Please include copies of any documents which may support your complaint.
- Please give your name and contact details, including an email address and telephone number
- Please date your complaint.

- All stage 2 complaints must be put in *writing and you may want to ask someone else to do this for you. (*Our accessible complaints procedure enables complainants to communicate with us in their preferred way)

2. Acknowledging your complaint

Upon receipt of your complaint the service manager or complaint investigator will write to or email you confirming that they have received your complaint.

3. Investigating your complaint

The service manager or assigned complaint investigator is responsible for handling your complaint and making sure there is a full investigation. They may contact you or ask to see you to discuss your complaint. If you do this face to face you may bring someone with you who is not connected to the complaint. If your complaint is about the service manager, it will be dealt with by their line manager or complaint investigator.

4. Responding to your complaint

The manager will write to you within eight weeks of your complaint being received telling you the result of the investigation. They will tell you whether your complaint been upheld or not. The letter will also let you know where you can appeal if you are not satisfied.

You can withdraw your complaint at any time. Please write to the person handling your complaint.

Stage 3

How to appeal

If your complaint is not upheld and you are unhappy with the outcome of the investigation you are entitled to appeal. The letter about the result of your complaint will tell you who to send your appeal to.

General Complaints	info@apuldrum.org	01243 783370
Supported Living Complaints	Martin.tull@apuldrum.org	
Daycare Complaints	rachel.wilson-glover@apuldrum.org	
Administrative Complaints	Rory.massey@apuldrum.org	
Finance Complaints	Finance@apuldrum.org	
Food, café, shop Complaints	info@apuldrum.org	
Chief Executive	rachel@apuldrum.org	
Chair of Trustees	Paul.reed@apuldrum.org	

Complaints Appeal Procedure

1. Request an Appeal

Please write to the person handling your appeal. Give the reasons that you do not agree with the outcome of your complaint and ask for an appeal. Please do this within four weeks of getting the letter about the result of your complaint. Please include your contact details.

2. Acknowledging your appeal request

The person handling your appeal will write to you to confirm they have received your letter.

3. Conducting your appeal

The person handling your appeal will look at the original investigation to make sure it was handled appropriately. They may get in touch with you to ask questions about your complaint and they may bring in an independent person who may also get in touch with you. If you do this face to face you can bring someone with you who is not connected to the complaint. The appeals manager will then consider whether the findings and recommendations of the investigation into your original complaint were reasonable.

4. Result of your appeal

You will get a letter within eight weeks of your appeal telling you the result. If the appeals manager does not agree with your dissatisfaction about the outcome of the original complaint you may be able to appeal to an independent body and if so, the letter will give you details.

CQC

The Apuldram Centre is registered with the Care Quality Commission (CQC) for the provision of personal care.

If the complainant feels that they still have not had their complaint dealt with adequately then they can take their complaint to the Care Quality Commission at the following address.

CQC HSCA Compliance
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA