



YOUR FEEDBACK MATTERS

White Lodge and You

Have you found our service useful? Would you like to provide a compliment or do you have a suggestion to make? Do you perhaps feel we could have done things better? All feedback and complaints are treated confidentially.

We endeavour to offer friendly, courteous and appropriate service(s) to individuals and their families, our volunteers and visitors, using our services. If you have used any of our services, please let us know what you have found helpful or unhelpful.

We undertake annual quality audits during which all comments are greatly appreciated; comment cards will be available in all service areas.

What do I do if I want to complain?

Please feel free to speak to a member of staff or a member of the Reception Team, regarding any issues you may have. There is also a Complaints Policy in place, which forms the basis of a three-stage process: 1.) You can discuss your complaint/problem in an informal way with a member of staff; 2) You can make a formal complaint in writing. The CEO will be notified and a structured investigation by an appointed Senior Manager (SM) that is not directly involved with the complaint will commence. Please be assured there will be no prejudice for the service user. The SM will investigate the details and complete a written report for you. If required, a meeting to discuss the report can be arranged. 3) Should you be dissatisfied with their findings/the outcome there is a right of appeal to the Chair and Trustees of White Lodge.

Do I have to put my complaint in writing?

You do not have to do this initially as we would encourage you to talk with the member of staff or their Line Manager about your concerns. If you are dissatisfied after a discussion with staff, you are then entitled to submit a complaint in writing, or alternatively have a discussion with a senior member of staff.

- Can I bring someone to the first meeting?
 - **Yes, anyone you think might be helpful to you - a friend, relative, advocate.**
- Can I complain on behalf of someone?
 - **Yes, ensuring that they agree to you doing this. This must be in writing to White Lodge with their signature.**
- Can children complain?
 - **Yes, a child/young person can make a complaint independently or with the help of a parent, guardian or friend.**
- How quickly will complaints be resolved?



- *This depends on how complicated the complaint or concern is. Very often, the matter can be sorted out during a discussion with staff and/or their Line Manager. Where this cannot be resolved amicably, we aim to deal with any complaint within 28 working days of the date of our Stage 2 acknowledgement letter.*

The three stages explained:

Stage 1 – Informal Stage

This is an informal approach to solving any concerns or complaints that you may have. If you feel that you would like to provide feedback or complain about the service you have received, please talk to the member of staff dealing with you. If you feel unable to do so, please ask to speak with their Line Manager (Reception staff will be able to inform you who this is). He or she will treat the matter as an 'informal complaint', but will still undertake an investigation into your complaint and try to resolve the matter informally and as quickly as possible. You will be notified of the outcome either verbally in person or by telephone call or by letter.

If you are dissatisfied, you may then submit your complaint in writing, to a Senior Manager or the CEO and this will become a 'formal complaint' i.e. Stage 2 of the complaints procedure.

Stage 2 – Formal Stage

This is a formal route in which we will investigate your written complaint. A Senior Manager will formally acknowledge that your complaint has been received within 3 working days. He/she will investigate opportunities for resolving the complaint and either facilitate conciliation and resolution or recommend particular actions, if necessary involving the Statutory Authorities. He/she will formally notify you of the outcome within 28 working days in writing. The 28 working days timescale can be extended if constructive action to resolve the complaint is taking place. If you are still unhappy you may request in writing, within 10 working days of the notification of the outcome, for your complaint to move to Stage 3.

Stage 3

The Chair and appointed Trustees of White Lodge will review the handling of the complaint and any actions taken to resolve it. Both you and the CEO will be notified within 5 working days if there is to be a review of the complaint process. The review will be conducted within 28 working days. If you are still unhappy, you may wish to contact:-

- OFSTED Tel. No:0300 123 1231
 - Email: enquiries@ofsted.gov.uk.
- The Care Quality Commission Tel. No: 03000 616161
 - email: enquiries@cqc.org.uk.