



Sheffield Carers Centre

Comments and Complaints Policy and Procedure

Statement of intent

Sheffield Carers Centre offers a range of services for carers, former carers and those who work with carers in Sheffield. Suggestions and feedback from our users help us maintain and improve our services. We set out below how you can do this.

Making comments and suggestions

If you wish to make suggestions or comments on any aspect of the Carers Centre service, you can speak to any member of staff or volunteer or write to the Carers Centre (see below).

All suggestions and comments are recorded, reviewed regularly by the Chief Executive, and responded to where appropriate. If appropriate, comments may be shared (anonymously) with the Centre's Management Committee, funding organisations etc.

If comments raise issues related to health and safety, safeguarding children and adults or criminal activity, the relevant Carers Centre procedures will be followed.

Making a complaint

- **Informal complaints**

You can make an informal complaint at any time. The person you speak to will try to resolve it immediately if they are able, or you can ask to see the Chief Executive if s/he is available. If you then feel that your complaint has not been satisfactorily resolved you can make a formal complaint.

- **Formal complaints**

You can make a formal written complaint at any time, but we will only investigate complaints about the Carers Centre's current services, or incidents occurring in the six months prior to the date of the complaint.

You should write to:

The Chief Executive
Sheffield Carers Centre
Concept House
Young Street
Sheffield
S1 4UP

Or email: office@sheffieldcarers.org.uk

We will write to you within 5 working days to confirm that we have received your complaint. The Chief Executive will investigate and respond in writing within 28 days, including information on any further action to be taken.

- **Appeal**

If the complaint is not resolved to your satisfaction, you can request a review by writing, within 28 days of the Chief Executive's written response, to:

Chair of the Board of Trustees
Sheffield Carers Centre
Concept House
Young Street
Sheffield
S1 4UP

The Chair will write to you within 5 working days to confirm that s/he has received your complaint. An investigation will be carried out by the Chair or Vice-Chair and one other Management Committee member, gathering information as widely and in as much detail as is practicable within the timescale. The Chair will confirm his/her decision in writing, together with the reasons for making it, and any relevant action within 28 days. This decision is final.

The Chief Executive reports quarterly to the Management Committee any complaints made and the responses given. Complaints will be monitored and information fed into the Centre's planning processes.

Reviewed & adopted by the Management Committee: August 2014