



Connects & Co Complaints policy and procedure

Policy

The main objective of Connects & Co is to support and help Young Carers (up to the age of 25) whose lives are affected in some way because of the need to care for someone at home.

Connects & Co is committed to providing a safe, stimulating, consistent and accessible service to everyone who uses our services and their parents / carers. We aim to provide high quality services for everyone but accept that sometimes things do not always go to plan. In such circumstances, we want to know, so that we can put things right and learn from the experience.

Connects & Co aims to handle complaints quickly, effectively and in a fair and honest way. All complaints are taken seriously and will be treated in confidence.

Procedure

1 If you have a complaint about the way we work in Connects & Co, or about the conduct of an individual member of staff or volunteer, it will often be possible to sort the problem out by speaking to the individual concerned, another member of staff, or the Project Manager.

2 If this does not resolve the matter to your satisfaction, you can make a formal complaint:

- in person
- by telephone
- through a member of staff
- through an advocate or representative
- by letter
- by email

Please give as much detail as possible. Letters should be sent to the Project Manager at Connects & Co at PO Box 3346, Norwich NR7 7GJ. The email address is: admin@connectsandco.co.uk

Where someone makes a complaint verbally, Connects & Co will make a written record and provide a written copy of it within five working days.

3 The Project Manager will look into your complaint as a matter of priority. This may include meeting with you or speaking to you on the phone. S/he will respond to your complaint in writing within 10 working days. *[Please note that Connects & Co has a residential week away and a two week close down over the summer holidays so the response at that time could be longer.]*

4 Should you still not be satisfied, the next stage would be to put your views in writing and send them, in an envelope marked 'confidential', to the Chair of Trustees c/o the Connects & Co PO Box. The Chair will consider the matter in full, including reviewing all contacts from and involvement of Connects & Co's staff and the written response from the Project Manager. S/he will reply to you in writing within 10 working days.

5 In exceptional circumstances, the Chair may feel the matter requires the attention of the Executive Committee, which includes all trustees and meets every two months.

6 If your complaint concerns the Project Manager then, if informal discussion (stage 1 above) does not resolve the matter, you need to put your complaint in writing (with as much detail as possible) and send it, in an envelope marked 'confidential', direct to the Chair of Trustees, Connects & Co at PO Box 3346, Norwich NR7 7GJ.

7 If, after receiving the response from the Chair of Trustees or (in exceptional circumstances) the Executive Committee, you feel your complaint remains outstanding then, depending on the nature of the complaint, you may be able to take the matter further with the Charity Commission. Our charity registration number is 1125195.

[Time limits: You should complain as soon as you can after the date on which the event occurred or came to your notice. The more time that elapses between the event and making a complaint, the more difficult it may be to look into it properly.]