

# Complaints and Compliments



## **Our Mission**

## **Confidentiality and Data Protection**

Brent Carers Centre is committed to providing a high quality service to improve the lives of all carers living in or caring for someone who lives in the borough of Brent.

Confidentiality is paramount to our service:

- ◆ Any information we have about you will not be passed on to anyone outside the Centre without your permission.
- ◆ We will place your details on our computer database unless you request that we don't.
- ◆ Staff and volunteers may openly discuss your circumstances with other staff or volunteers. This does not include the members of the management committee or anyone you know personally.
- ◆ All records are stored in a safe, locked place and all computers have passwords. Passwords are not given to anyone other than members of the Brent Carers Centre staff team.
- ◆ The only circumstances where a breach of confidentiality may be justified is when there is a danger to you or others such as suicide or abuse, or when not doing so would be breaking the law. In most instances this will be discussed with you before we breach confidentiality.

We hope that you will always be satisfied with our service. We are committed to constantly trying to improve it. It is really important to us to hear what you think about our services. Even if you just have a small comment or idea, we would still really like to know in order to improve our services to you and other carers. When we have finished an event, service or an episode of advice



work/support, we will ask you to complete an evaluation form. Your opinion really matters, so please tell us what you think. However, you don't have to wait for this to make a comment.

If you have internet access you can complete a simple multiple choice survey online, please check out our latest newsletter or our website for the current links. These links provide an opportunity to give your feedback with any comments, complaint or even a compliment.

<http://www.brentcarerscentre.org.uk/what-we-do/help-shape-services/>

You can complain about any aspect of Brent Carers Centre's work. Examples might include a concern about the quality of a particular service, decisions that have been made or information that has been provided.

There are three stages that you can go through to try and resolve a problem. You may wish to involve an advocate, friend or someone else to support you at any stage. However, they should not be someone directly involved in the matter being investigated. If you need a sign language or community language interpreter, please let the person dealing with the complaint know and every reasonable effort will be made to provide it.

### **Stage One - Informal**

Speak directly to the worker involved if about any aspect of the service provided to you. S/he will take your comments and discuss them with their manager. The worker will let you know how the issue is being dealt with. You can ask to speak with any member of

**Making a Complaint**

**Giving a Compliment**

**Leaving Other Feedback**

**Making a Complaint**



## **How to Make a Complaint or Comment**

our staff team who will treat your information confidentially, and will let you know how s/he intends to deal with the problem or suggestion and a negotiate a reasonable time to get back to you.

### **Stage Two - Formal**

If you are not satisfied with the response you have received at Stage One you should then use Stage Two of this procedure. This needs to be done within 15 days of the incident or problem and can be done in one of the following ways:-

- 1) Complete a Complaints Form which is available from the office & at the back of this booklet.
- 2) Phone us up and ask the person who replies to fill in a Complaints Form over the phone.

A copy of the completed form will be posted to you on the same day and the complaint entered into our Complaints Book.

Whichever method you choose please give as much detail as possible.

The Chief Officer of Brent Carers Centre will deal with your complaint as quickly as possible. In the event the complaint is about the Chief Officer, or where the Chief Officer dealt with the Complaint at Stage One, the Chair of Brent Carers Centre will investigate the matter.

If we need further details we will contact you. It may be necessary for us to arrange to see you. This meeting will be arranged in a place you are happy with. If you wish a friend or relative can also be present. If you are bringing a legal representative please let us know.



After the investigation we will write to you with the outcome of your complaint, normally within 28 days. If longer is required you will be notified in writing.



### **Stage Three**

If after Stage Two you do not feel that your complaint has been dealt with satisfactorily, you have 28 days in which to request a formal review. To do this please write to the Chair of the Board of Trustees C/o Brent Carers Centre marked Confidential.

This review will be heard by the Review Panel which is made up of 3 people - two members of Brent Carers Centre Board of Trustees and one independent person who will chair the panel. If you wish you will be able to make a written submission to the panel and/or attend the panel hearing to speak to the panel members. A friend or relative can also be present and will be able to speak on your behalf. The panel will meet within 14 days.



The role of the panel will be to look at the facts:

- a. To look at the facts.
- b. Make a recommendation on whether they agree or disagree with the decision made at Stage Two.
- c. Decide on any consequent action and how this will be carried out.
- d. Inform you in writing of the above.

This will be completed in 28 days of the panel meeting.

The decision of the Review Panel will be final and is the end of Brent Carers Centre Complaints Procedure.

Both complainant and Reviewing Panel may postpone a Complaint Review Meeting no more than three times jointly within the maximum timescale of 4 months from the date of the first complaint review request.



## **Adult Social Care Complaints**

## **Local Government Ombudsman**



After the third cancellation/postponement on either side regardless of who postponed, the fourth Complaint Review Meeting agreed by both parties must go ahead, if after agreeing the date of the Complaint Review Meeting the complainant find they are unable to attend, they may prepare a written submission for the Review Meeting in their absence.

If you wish to make a complaint about Brent Adult Social Care Services, please first speak to a worker, or manager responsible for the service you are un-happy with.

When you raise a concern or complaint verbally they will try to resolve it to your satisfaction by the end of the next working day. If your verbal complaint is not sorted out by this time, you can make a formal complaint by filling out a complaints form going online on the [www.brent.gov.uk/your-council/complaints](http://www.brent.gov.uk/your-council/complaints) and fill in their online form.

Their reply should provide you with their initial decision with any actions or recommendations. They should also invite you to comment on their response and they will consider any feedback that you give before providing you with their decision in writing.

Email: [complaints.service@brent.gov.uk](mailto:complaints.service@brent.gov.uk)

Complaints Service Team, Brent Council, Brent Civic Centre, Engineers Way, Wembley HA9 0FJ

Tel: **020 8937 2444**

If you are not happy with the response from the council you can contact the Local Government Ombudsman. The Ombudsman is an independent person who investigates many types of complaints about local councils. The Ombudsman will usually only consider a complaint after the agency has considered it under their complaints procedure or if they have taken too long to deal with a complaint.

Tel **0300 061 0614**

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk) or write to:

Local Government and Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH

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# Brent Carers Centre Complaints Form



Name: \_\_\_\_\_ Tel: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Post code: \_\_\_\_\_

**Please tell us as much detail as possible about your complaint. Please include dates, times and the names of any staff member involved.**

**What do you think Brent Carers Centre could do to put things right?**

**Any further comments or suggestions?**

Signature: \_\_\_\_\_ Date \_\_\_\_\_

Please mark 'Confidential' & return to: The Chief Executive,  
Brent Carers Centre,  
Willesden Medical Centre,  
3rd Floor, 144-150 High Road, Willesden NW10 2PT





Willesden Medical Centre  
3rd Floor, 144-150 High Road, Willesden NW10 2PT  
T: 020 3802 7070 E: [info@brentcarerscentre.org.uk](mailto:info@brentcarerscentre.org.uk)

Please advise us if you discover any inaccurate information in this booklet.

It can help others!

