



## Compliments and Complaints Policy

Our aim is to provide Carers, the people they care for and our volunteers with the best possible service. We aim to treat everyone equally and respect individual difference.

We value feedback whether positive, negative or in the form of suggestions how the services could be improved.

### Compliments

We value positive feedback about the service we provide and it helps us to demonstrate to funders that the Association provides high quality services.

### Complaints

From time to time it might be felt that the Association of carers' services, or the way it treats people, has fallen short of the standards that are expected.

The complaint should be made in person, by telephone, email or in writing to the Director who will acknowledge as soon as possible, within seven working days.

- The Director will investigate the complaint and make every effort to resolve it.
- The Director will communicate the result or progress of the investigation to the complainant within a reasonable time, normally within twenty one days.
- The Director will keep the Chair of the Trustees regularly informed of the progress of the complaint and its conclusion.
- If dissatisfied with the result of the investigation, the complainant has the right to personally put the case to the Chair of the Trustees.
- Where appropriate, the Association of Carers will make a written statement of apology.
- Alternatively, a service user, volunteer, Carer or cared for person may address their complaint to East Sussex County Council.

If assistance is needed to make a complaint then an independent advocate can support the person to explain their views and act to ensure that the person's views are heard and listened to.

For more information contact POhWER on 0300 456 2370 or email [pohwer@powher.net](mailto:pohwer@powher.net)

This policy to be reviewed annually.

<b>Reviewed</b>	<b>Dec 2015</b>					
<b>Signature</b>						