



## If you are not happy with our response

If you are still dissatisfied you can appeal the response we give to you. We will explain how to do this in the letter we send to you.

There are other agencies you can contact if you remain unhappy with our response:

You can talk to our Care Regulator

**Care Quality Commission (CQC)**



Tel: 03330 706 161

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

[www.cqc.org.uk/contact-us/report-concern/report-concern-if-you-are-member-public](http://www.cqc.org.uk/contact-us/report-concern/report-concern-if-you-are-member-public)

Or you can talk to the

**Health Service Ombudsman**



Tel: 0345 015 4033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Our promise to you

- ✓ We will ensure you are treated fairly and you receive appropriate support throughout the complaint.
- ✓ When mistakes happen we will acknowledge them, apologise, explain what went wrong and put things right quickly and effectively.
- ✓ We will listen and learn if you complain about Oaklea/Right2Work.

# Oaklea

Supporting stronger communities

### Head Office

The Oaklea Trust, Second Floor, East Wing,  
Station House, Station Road, Kendal,  
Cumbria, LA9 6RY

Tel: 01539 735 025

[www.oakleatrust.co.uk](http://www.oakleatrust.co.uk)

Email: [enquiries@oakleatrust.co.uk](mailto:enquiries@oakleatrust.co.uk)

Registered Charity No. 1091722 Company No. 4416344

## right2work

Right2Work CIC, Unit 1 Mintsfeet Road,  
Mintsfeet Industrial Estate, Kendal LA9 6DE

Tel: 01539 885055

[www.right2work.org.uk](http://www.right2work.org.uk)

Email: [employment@right2work.org.uk](mailto:employment@right2work.org.uk)

A copy of The Oaklea Trust Compliments & Complaints Policy & Procedure is available upon request. This includes information about external statutory agencies.

# Compliments and Complaints

The Oaklea Group including Right2Work





## Feedback, compliments & complaints

### *Tell us what you think*

We recognise that it is important to be open and transparent about the feedback and complaints we receive and the processes we follow to ensure that people can tell us what is working well and what isn't working for them.

Our compliments and complaints procedure aims to provide an effective means for customers and learners or their representatives to comment on the quality or nature of the care and support offered by Oaklea and to suggest improvements.

Oaklea and Right2Work's full Compliments & Complaints policy can be found on our website.

 [www.oakleatrust.co.uk/contact-us](http://www.oakleatrust.co.uk/contact-us)

 [www.right2work.org.uk](http://www.right2work.org.uk)



## Talk to us

If you want to share your views and experiences, good or bad, speak to us first. Contact the Team Manager and have a conversation.

We like to know when we have got something right as well as when something needs to be improved.

By talking to us we can often answer your question or put things right quickly.

## Still not happy?

You can ask someone to help you make a formal complaint; this could be a friend, family member, advocate, or somebody else you trust.

You can make a complaint by email or send a letter by post - more information on our website [www.oakleatrust.co.uk](http://www.oakleatrust.co.uk)



## What happens next?

We will log your feedback, compliment or complaint so that we make sure we can act on it correctly.

We will contact you to confirm that we have received your feedback or complaint so that you know we are dealing with it.

Our Head of Care or Right2Work Regional Manager will investigate your complaint and our aim is to complete this within 14 days.

We will then write to you to confirm how we will resolve your complaint.