



# Complaints and Compliments Policy



# Compliments and Complaints Policy



This policy is about Complaints, Compliments and Feedback.



You can ask for support to read this document.

verbigerative  
mendacious  
brokerage | quotient  
serpiginous

The hard words are in **pink**. There is a list of hard words and what they mean on the last page

# Compliments, Complaints and Feedback



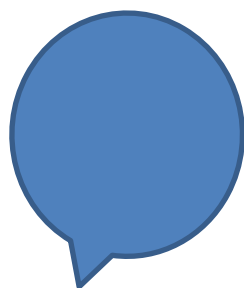
Your opinion is important.



You can make **a complaint** at any time if you are unhappy.



You can give **a compliment** when you are happy.



You can tell us your ideas on how we can do things better.

# Our Promise to you



When you make a complaint, we will...

- Take you seriously



- Treat you fairly
- Aim to keep your complaint **confidential**  
This means we won't tell anyone about it unless we have to



- Ask the right person to look at your complaint

- Look at all the facts



- Keep you updated

- Communicate in your preferred format

# How to make a complaint



Tell one of the team you want to make a complaint about a problem.

One of the team will write down your complaint and talk to you about how to solve your problem.

Usually one of the team can solve your complaint.



If you find it hard to explain your complaint, you can ask for help.

You can ask:

- Your friend
- Your family
- Your Social Worker
- A trusted staff member
- An **Advocate**



# How to make a complaint



Sometimes the local team can't solve your problem.

When this happens, your complaint will become an **official complaint**.

There are 2 stages when you make an **official complaint**. Start with stage 1 on the next page.

# How to make a complaint

## Stage 1



Contact the Comms and Admin Team about your complaint. You can do this in different ways:



By phone, call **01539 735025**



By email, [enquiries@oakleatrust.co.uk](mailto:enquiries@oakleatrust.co.uk)

Complete the form on our website:  
<https://www.oakleatrust.co.uk/contact-us/>



or post a letter to:  
**Oaklea Trust,  
Station House,  
Station Rd  
Kendal  
Cumbria  
LA9 6RY**

# How to make a complaint

## Stage 1



Once you have told the Comms and Admin Team about your complaint, they will think about what to do next.



They will try to find a solution to your complaint and respond as soon as possible.



Hopefully, together we can solve your problem.



If you are still not happy with the response, you can take your complaint to Stage 2.

# How to make a complaint

## Stage 2



If you didn't find a good solution to your complaint you can ask us to have another look.



Tell the Comms and Admin Team why you are still unhappy. Speak to us by phone, Call 01539 735025.



By email, [enquiries@oakleatrust.co.uk](mailto:enquiries@oakleatrust.co.uk)

Complete the form on our website:  
<https://www.oakleatrust.co.uk/contact-us/>



or post a letter to:  
**Oaklea Trust,**  
**Station House,**  
**Station Rd**  
**Kendal**  
**Cumbria**  
**LA9 6RY**

# How to make a complaint

## Stage 2

\*\*\*



The Comms and Admin Team will look again at your complaint and try to find another solution.

# Who else can help?



Sometimes you might still be unhappy with our response after Stage 1 and Stage 2.

If you are still unhappy you can make a complaint to the **Local Government Ombudsman**.



The **Local Government Ombudsman** is someone from your council who will help you with complaints.



You can write your complaint on their website form:

**<https://complaints.lgo.org.uk/complaint-form> or talk on the phone, call 0300 061 0614**



Post a letter to:

**Local Government & Social Care Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH**

# Hard Words

## **Confidential**

This means we won't tell anyone about your complaint.

## **Advocate**

Somebody who can support you to express your views and wishes and help you stand up for your rights.

## **Official Complaint**

This means your complaint has been written down and we will keep it at the office.

## **Local Government Ombudsman**

The Ombudsman is a person at your local council who is in charge of helping people who receive care and support.

They are in charge of making sure everyone receives good care and support, and will help to solve any problems.

## **Advocate**

SAAAd