

# Ryedale Special Families

## Complaints Procedure

### Information on making a complaint

We are committed to providing a professional, fair, efficient, courteous and helpful service to all our users or indeed anyone with whom we have any dealings. However, if you believe that things have gone wrong and you are dissatisfied with any service you have received from us, we want you to tell us. Then we can seek to resolve your complaint, and also try to ensure it does not happen again. This policy tells you how to make a complaint about the service we provide.

### When Should I Complain?

- ◆ If any of our services haven't reached the standard you expect.
- ◆ If you feel a member of our staff has treated you badly or unfairly.
- ◆ If we don't do something we have promised to do.
- ◆ If you are unhappy about anything else we have (or have not) done.

You may also want to compliment us when we've helped you in a particular way, or where we've done more than you expected of us.

### What You Can Expect From Us

- ◆ To investigate your complaint carefully and thoroughly.
- ◆ To write back to you with an acknowledgement within 10 working days.
- ◆ Our staff will be polite and give their name when speaking to you.
- ◆ Our letters will be written in everyday language, avoiding jargon.
- ◆ You will not be treated any less favourably as a result of complaining about our services.

### How do I make my complaint?

You may be able to resolve the complaint by taking it up verbally with the individual with whom you have been dealing.

### Stage 1

If you cannot resolve the problem there and then, you can contact the Chief Officer or one of the Care Managers. RSF prefer to receive complaints in a written form, but we will also deal with verbal complaints. If you would like assistance with writing, an independent organisation such as Advocacy Alliance (01723 363910) may be able to help.

### What should I include in my complaint?

Please include:

- details about what has gone wrong or has not been handled properly
- the name of the person to whom you first wrote or spoke, and when
- copies of any correspondence or documents about your complaint
- how you would like us to resolve your complaint

# Ryedale Special Families

## Complaints Procedure

### What will happen next?

We will send you a written acknowledgement within 10 working days. We will try to give a full written reply to your complaint within 28 days of receiving the complaint. If this is not possible, we will write explaining why and telling you when you can expect a full reply. We recognise that each complaint is different and must be dealt with in a way appropriate to the circumstances.

### Stage 2

#### What if I am not satisfied with the initial response?

If you are not satisfied with the initial response to your complaint, you should write to the Chairman of the Trustees

### Stage 3

#### What if my complaint has still not been resolved?

If your complaint concerns 1 to 1 respite care and you remain dissatisfied with the response you can ask the Care Quality Commission to look into the complaint.

#### Care Quality Commission

Yorkshire & Humber Region, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA

Tel. 03000 616161

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

You can ask Social Care to look into the complaint. You will need to contact your care manager. Alternatively you can contact [Advocacy Alliance](#), which offers advocacy support to adults living in the Scarborough, Filey, Whitby and Ryedale areas. They are based in Scarborough and provide an outreach service throughout the area.

Tel. 01723 363910 (24 hour ansaphone) or 01723 377352

Email [office@scarboroughadvocacy.co.uk](mailto:office@scarboroughadvocacy.co.uk)

### What can I expect?

We aim to give a high standard of service but unfortunately there may be occasions when we make a mistake. If this happens, you can expect any or a combination of the following:

- an apology;
- an explanation;
- an assurance that the same mistake will not happen again;
- details of the action taken to put things right;

### Users' views

**One of the best ways we can continue to improve our service is by listening and responding to your views. As well as learning from your complaints, we welcome any comments or suggestions you may have on how we can improve. Equally, we would like you to tell us when we get it right to ensure we can maintain our good practices. Please send any comments to Ryedale Special Families, 121 Town Street, Old Malton, North Yorkshire YO17 7HD**