

Complaints, Concerns and Compliments

Introduction

LDN London aims to provide high quality service to all. We recognise however, that there may be times when people have cause to complain about the level or nature of a particular service we provide; have a concern that they want to raise or wish to give constructive feedback or a compliment about the quality of the service that they receive.

We will take all feedback, concerns, and complaints seriously. All concerns and complaints will be thoroughly investigated, and we will act upon any feedback received, to help us maintain the quality of our services. We will always make sure that whoever has raised a concern, made a complaint or given feedback will be kept fully informed and involved in the process used to look at the issue/s including feedback as to the outcome of any investigation.

We also welcome compliments as its important to identify and to feedback when good practice has occurred.

This policy applies to people who use our services, families, friends, advocates, neighbours, and other external stakeholders only. Employees wishing to complain should use the whistleblowing or grievance procedures.

Process

1. Who to contact

- You should in the first instance raise this with the manager of the service who should be able to address your comments immediately.
- Alternatively, you can go directly to senior managers based at 16A Croxley Road, London, W9 3HL who are contactable by telephone on 020 8968 7376. Mandy Crawford (Director of Services) mandycroford@ldnlondon.org
- You can raise a concern, make a complaint or give positive feedback in whichever way you feel most comfortable with; for example you could do it by talking to the manager directly, by telephone, writing in a letter, completing a pre-paid comments card or sending an email direct to a manager or to our dedicated email address complaints@ldnlondon.org.
- If you would like support in raising your concern, making a complaint or in giving positive feedback, you can ask someone to do this for you.

2. Actions about concerns and complaints

All complaints will be investigated, and a record of details recorded. Most comments will be recorded on our computer system which allows us to be made aware of a comment as soon as it is recorded and to track progress. This system also allows us to look at issues that are commented on the most and see if there are ways we can improve across the organisation. Where a complaint is highly sensitive, these details will be held by the Director.

- The manager of the appropriate service, Operations Manager, Assistant Director of Services or Mandy Crowford will respond to you in one of two ways by talking directly with you and or by communicating and putting their response in writing
- We will keep a record of all the communication we have with you and any actions we have agreed.
- We aim to respond to all complaints and concerns raised within 28 days; if further time is required, you will be kept fully informed.
- If you are not satisfied with their response, you can take your concern or complaint to Gabby Machell, Chief Executive of LDN London. She is contactable via 16A Croxley Road, London, W9 3HL, or by telephone on 020 8968 7376 or by email gmachell@ldnlondon.org
- When a serious complaint is made about one of our services, we are required to inform the relevant registered bodies and funding authorities, (this does not include the name or details of the person making the complaint or raising the concern).

The relevant authorities that we inform are

1. Care Quality Commission (CQC) / OFSTED
2. Council Contracts Departments
3. Care Management

At each stage of the concerns, complaints, and feedback process, LDN London will attempt to respond fairly and speedily. If however, you remain unsatisfied with our response you have the right to complain to the funding councils Complaints Officer.

3. Actions about compliments

All compliments will be recorded. This will be on our computer system which allows us to be made aware of a compliment as soon as it is recorded.

We will ensure that any compliments are given to the individuals or team concerned to support sharing of best practice and acknowledgement by third parties.

4. Review

Team Managers and Operations Managers review actions according to their status seeking resolution as quickly as possible.

We review the number and types of concerns and complaints each quarter to ensure learning within services and across the organisation.

We will review the level of satisfaction from managing these complaints as well as the ease of reporting them to support improvements and understanding.

Reports are submitted to our Board of Trustees and commissioning councils who check progress in this area.

This policy is reviewed with feedback from the users of our services to ensure the process is a clear and easy to use as possible.

An accessible version of this Policy is available, and training is provided to employees on the value of supporting this policy and how this supports improved practice.

Important addresses and phone numbers are listed in appendix 1.

Review of policy or procedure

Date of last review	July 2021
Date of next review	July 2024
Date it was first implemented	July 2006
Author(s)	Director of Services
Scope	Children and adults whom we support, members of the public, professionals, families, employees, and volunteers

Appendix 1

Names and Addresses

Director of Services
Mandy Crowford
16A Croxley Road
London W9 3HL
020 8968 7376
mandycroford@dnlondon.org

Chief Executive of LDN London
Gabby Machell
16A Croxley Road
London W9 3HL
020 8968 7376
gmachell@ldnlondon.org

Care Quality Commission
Citygate
Galloway
Newcastle Upon Tyne, NE1 4PA
03000 616 161
<https://www.cqc.org.uk/contact-us>

Ofsted
<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure#complain-about-a-provider-ofsted-inspects-or-regulates>