

# Complaints and Compliments Policy



Learning Disability Network London



**At LDN London we are passionate about what we do and how we do it.**



- **We are fair**
- **We expect to be challenged**
- **We aim to improve**
- **We are creative**
- **We are energetic**
- **We are enthusiastic**



**We have high standards and we welcome comments about how we are doing so we can make sure we improve.**



**We want you to use this complaints and comments policy to tell us when we have done something you are unhappy with so we can stop doing it.**



**We also want to hear about when we do things well so we can keep doing this well.**

# We will



- ✓ **Listen to what you have to say**



- ✓ **Do something to make things better for you**



- ✓ **Say sorry (apologise) when we have made a mistake**



- ✓ **Learn from our mistakes and share good things you tell us we have done**



- ✓ **Listen to everyone equally**



- ✓ **Make sure that no one is treated badly or victimised because of making a complaint**



**When you tell us something we have done well we will make sure people are thanked.**



ISLINGTON



Camden



City of Westminster



CareQuality  
Commission



**Report serious and frequent complaints to the Council, the Care Quality Commission, our Trustees, and the Chief Executive.**



**If the complaint means you may be being abused we will also tell the police.**





**We keep a record of every complaint and compliment we receive and the outcome on a computer.**



**The computer records are secure and we password protect them so that only people that are allowed to read them can.**



**This is to help us to make sure we follow up on what we have learned and to make improvements or changes.**

# How to make a complaint or give a compliment

## Stage 1



**Tell a member of the team or manager of the service about what has happened and, if possible, what you think should be done.**



**They will write it all down. If it is a problem they will try to sort things out it straight away.**



**The manager will tell a senior manager who will make sure everything is followed up.**








**If you have a complaint about the manager, you should tell someone else you trust.**



**If you don't want to speak to someone in your service, you can contact other people who are all based at our Head Office at 16A Croxley Road.**

 The Westminster Society  
for people with learning disabilities

 Have we done something you like? ☐

 Have we done something you don't like? ☐

It is important that we hear your views or concerns. We will listen to what you have to say and take action to improve our services.

Please tick along the dotted line

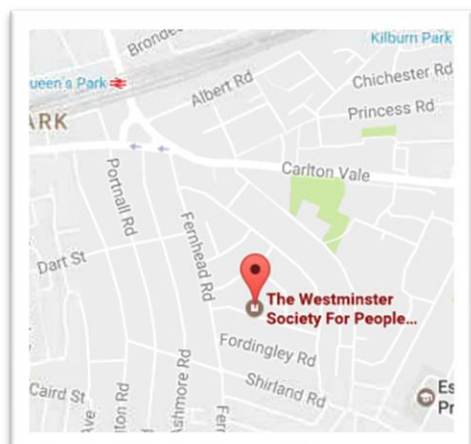
**You can fill in a freepost comments card.**



**Email us on  
[complaints@ldnlondon.org](mailto:complaints@ldnlondon.org)**



**Call us  
020 8968 7376**



**Visit our head offices  
16A Croxley Road  
London  
W9 3HL**



**We will talk about your complaint/ comment within 7 days**



**We will keep you up to date with what we are doing in writing or face to face if you prefer.**



**If the complaint is about another person or organisation, then we will help you follow their complaints procedure.**

# What to do if you are still not happy

## Stage 2



**If you are unhappy with how we have dealt with your complaint or the outcome, then you have the right to appeal.**



**You can do this to:  
Chief Executive  
or  
Chair of the Board of  
Trustees**



**020 8968 7376**



**[gmachell@ldnlondon.org](mailto:gmachell@ldnlondon.org)**



**16A Croxley Road  
London  
W9 3HL**



**We will contact you to let you know what will happen next in 5 working days.**



**We will let you know the outcome of your complaint within 28 days.**



**If you are unhappy with our response, you can arrange to meet the Chief Executive or Chair of the Board of Trustees to discuss the complaint.**

# Who else to contact



**Mandy Crowford**  
Director of  
Services

**07947 614 881**  
[mcrowford@ldnlondon.org](mailto:mcrowford@ldnlondon.org)



**Helen Evers**  
Director for  
Quality

**07522 546 436**  
[heyers@ldnlon don.org](mailto:heyers@ldnlon don.org)






**Brian Watts**  
Director of  
People

**020 8968 2687**  
[bwatts@ldnlon don.org](mailto:bwatts@ldnlon don.org)



**If you want to make a complaint, comment or compliment these are some other organisations you can contact:**

 <b>CareQuality Commission</b>	<b>Care Quality Commission</b>  <b>030 0061 6161</b>	<b>City Gate Gallowgate Newcastle Upon Tyne NE1 4PA</b>
 <b>CHARITY COMMISSION FOR ENGLAND AND WALES</b>	<b>Charity Commission</b>  <b>084 5300 0218</b>	<b>Charity Commission Direct PO Box 1227 Liverpool L69 3UG</b>
 <b>Housing Ombudsman Service</b>	<b>Housing Ombudsman Service</b>  <b>030 0111 3000</b>	<b>81 Aldwych London WC2B 4HN</b>

# Advocacy Support



**Advocate**  
**0300 456 2370**

**[pohwer@pohwer.net](mailto:pohwer@pohwer.net)**

# Camden



**Camden Learning  
Disability Service**  
**020 7974 4444**

**Pancras Square**  
**Address: 11th Floor, 5**  
**Pancras Sq, London N1C**  
**4AG**  
**adultsocialcare@camden**  
**.gov.uk**

# Islington



**ISLINGTON**

**Learning Disability  
Partnership**  
**020 7527 6600**

**52d Drayton Park**  
**Islington**  
**N5 1NS**

# RBKC

 <p>THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA</p>	<p><b>Kensington and Chelsea learning disability 020 7361 3013</b></p>	<p><b>1-9 St Marks Road LONDON W11 1RG 020 7313 6880 - Main Office</b></p>
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# Westminster

 <p><b>City of Westminster</b></p>	<p><b>Learning Disability Partnership 020 7641 741</b></p>	<p><b>215 -219 Lisson Grove London NW8 8LW</b></p>
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It is important that we hear your views or concerns.  
We will listen to what you have to say and take action to  
improve our services.

Learning Disability Network London  
FREEPOST (PAM 7026)  
16a Croxley Road  
London  
W9 3HL



Please can you give us some more details?

Can you give us some information so that we can contact you about your complaint / comment?



Name

— — — — —



Address

— — — — —

— — — — —



Phone  
Number

— — — — —



Email

— — — — —



We will reply to you within 7 days

## Contact Us

16a Croxley Road, London, W9 3HL

020 8968 7376

[complaints@ldnlondon.org](mailto:complaints@ldnlondon.org)

[ldnlondon.org](http://ldnlondon.org)