

## COMPLAINTS PROCEDURE - CONDENSED VERSION

### Who can complain?

Any user of the Nottingham Carers Federation.

### How to complain

- ~ You can ring the staff of the service you are receiving support from on 0115 962 9310
- ~ Or you can put your complaint in writing to the Carers Federation Manager
- ~ If needed, a member of staff of the Carers Federation will help you to write your complaint.
- ~ The letter should be sent to, or handed in at the Carers Federation Head Office, Christopher Cargill House, 21-23 Pelham Road, Nottingham, NG5 1AP.

### What will happen to your complaint?

If you speak to a Manager, you will be listened to, taken seriously and your complaint will be looked into immediately, or as soon as possible.

Once the Manager has received a written complaint, you will be sent an acknowledgement of receipt.

The Carers Federation Manager will consider what response or action is appropriate for your complaint. A written response will be sent to you as quickly as possible, in most cases within two weeks.

If you are satisfied with the result, no further action need be taken.

If you are not satisfied with the result, then you can ask to have your complaint considered more formally. In the event of this happening, further guidelines will be sent to you.

All complaints, responses and decisions will be recorded by the Carers Federation.

Do you require this information in a different format?    Yes?    No?