



ELHAP Complaints Procedure

1. Policy Statement

1.1 *We want to hear your views*

We aim to provide services of the highest standard. To achieve this, we want to involve you and listen to your views. We welcome compliments, suggestions and complaints so we can learn from these and improve our service.

1.2 *Your right to complain and give us feedback*

We accept that things can go wrong. If you are not happy about the way you have been treated, you have a right to complaint. Things can also go very well, so if you are happy about our services and support you have received from us we also want to hear from you.

1.3 *You will not be victimised*

If you make a complaint, we will not hold this against you or refuse to give you services that you would otherwise have received.

1.4 *Complaints made direct to the Council*

Where a complaint is made direct to the Council ELHAP will, as far as reasonably practicable, cooperate fully with the Councils procedure in relation to complaint resolution and investigation.

2. Purpose and Scope

2.1 The procedure outlined below essentially covers complaints made by parents, carers, service users or members of the public. A simplified procedure is available for service users. Complaints between members of staff will be dealt with through the Grievance or Disciplinary procedure if they cannot be resolved through day to day interpersonal management activity.

2.2 This complaints procedure does not cover:

- Child protection procedures
- Vulnerable Adult Protection procedures
- Staff Disciplinary procedures
- Staff Grievance procedures

2.3 Staff who are the subject of a complaint

Under these complaint procedures, any member of staff who is complained about will have the opportunity to respond to the complaint during its investigation.

2.4 Anonymous Complaints

Anonymous complaints fall outside the scope of these procedures, however, every effort will be made to gather as much detail as the individual is prepared to give to ensure that it is possible to investigate the issues identified.

2.4 Persistent/Vexatious Complaints

Occasionally complainants may become unreasonably persistent, over demanding of time or vexatious in the raising of complaints. Every effort will be made to address any concerns identified and if it is a new complaint it should be dealt with under these procedures.

However, if the complaint has already been dealt with, it cannot be handled through these procedures.

If the complainant is abusive or threatening to any member of staff/Management/Trustee, then steps should be taken to restrict face-to-face contact and in extreme circumstances risk assessments may be conducted and the police involved.

3. Procedure

3.1 How to Complain

You can make a complaint to ELHAP in writing, by fax, by e-mail, by telephone or in person (by appointment please). If you are writing, faxing or e-mailing your complaint please provide your telephone number if a response by telephone would be convenient. If you are e-mailing, please state if a reply by e-mail is required, if not please provide a full postal address.

The stages of this procedure do not replace your right from making a complaint about ELHAP direct to the Council.

3.1.1 Stage 1

Please talk to the member of staff who is providing the service and tell them that you want to make a complaint. If you do not want to talk to the member of staff, or you do not feel that you can, you can ask to see the ELHAP Manager.

Most complaints can be sorted out 'on the spot', but we aim to deal with complaints at this stage within 15 working days. If it is not possible to give you a full reply within this time, for example, if your complaint requires more detailed investigation, we will give you an interim response telling you what is being done to deal with your complaint, when you can expect the full reply and from whom.

Once a full investigation has been carried out a full response to your complaint will be sent to you and will include details of who to contact next if you believe that your complaint has not been dealt with properly. This will normally be a member of the ELHAP Board of Trustees (The Trustee).

3.1.2 Stage 2

If after your contact with the ELHAP Manager, the matter is still not sorted out, you can ask to go on to stage two. You will need to put the reasons why the complaint has not been sorted out in writing to the named Trustee (the Trustee) c/o ELHAP, 119 Roding Lane North, Woodford Bridge, Essex IG8 8NA.

The Trustee will conduct a full investigation into your complaint and aim to provide you with a full response within 25 working days, unless the complaint is complicated when we will allow 40 working days. At the start of the investigation we will tell you how long we think it will take. We will send you a detailed letter which explains the findings and outcome of the investigation into your complaint. If we agree with you complaint, we will also tell you what action we are going to take to make sure we learn our lesson and make changes.

3.1.3 Stage 3

If you are still not satisfied after the second response from stage 2 of the process, you can ask for the complaint to be referred to the Chair of the Board of Trustees to explain why the matter has still not been sorted out for you.

If you are still not satisfied following the third response you can complaint to either:

OFSTED – you can contact OFSTED by telephone on 0300 123 1231 or by post at:
OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD

The London Borough of Redbridge (only for users/services funded by the London Borough of Redbridge) – please telephone the Redbridge Customer Contact Centre on 020 8554 5000 or email at customer.cc@redbridge.gov.uk

The London Borough of Waltham Forest (only for users/services funded by the London Borough of Waltham Forest) – Please telephone the Waltham Forest Complaints Line on 020 8496 3000 or online at www.lbwf.gov.uk

Essex County Council (only for users/services funded by Essex County Council)- Please telephone Essex County Council on 08457 430 430 or online at www.essexcc.gov.uk

4. Help in making a complaint

For independent support and advice regarding complaints, you can contact your local Children's Information Service or Citizens Advice Bureau.

Local Children's Information Service

Essex Children's Information Service – 0800 055 6874
Redbridge Families Information Direct – 0800 587 7500
Waltham Forest Family Information Service – 020 8496 3000

Local Citizens Advice Bureau

Epping Forest District Citizens Advice (Loughton; Epping; Waltham Abbey) – 0844 257 1909
Leytonstone Citizens Advice – 020 8521 5125
Redbridge Citizens Advice – 020 8514 5700
Walthamstow Citizens Advice – 020 8521 5125

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