

Complaints and Commendations Policy

COMPLAINTS PROCEDURE

Introduction

Harrogate Skills 4 Living Centre aims to provide the best possible service to meet the needs of the people of Harrogate whose lives are affected by learning difficulties and disabilities.

- For complaints relating to Brackenley Residential Home or Briardene Residential Home please refer to our separate complaints policy.
- For adult learners there is a separate 'Learner Enquiries and Appeals' procedure, which aims to make sure that any enquiry regarding exam results examination dates or appeals are dealt with promptly and efficiently
- For all other complaints or enquiries, this document sets out the policy.
- For learners there is an easy-read version of this policy.

The Procedure

Should any person wish to make an enquiry this document identifies the procedures which will be followed.

Stage One

Initially, enquiries should be addressed to the person dealing with the matter by discussion. At the Day Centre or Skills Bridge this may be the CEO, Administrator, the Centre Manager, a tutor, support worker, student on placement or Volunteer.

The person dealing with the enquiry will record the details, any action taken and consult their line manager.

Stage Two

If a satisfactory solution is not reached by the initial contact person, the enquiry will be dealt with, wherever possible by the relevant line manager.

The line manager will obtain the details of the enquiry from client. The timescale for dealing with the enquiry will depend upon the nature of the enquiry and should be agreed with the client.

Full details will be recorded and reported to the most senior staff member and will be recorded.

Stage Three

If a satisfactory solution is not reached at manager level, or if a complaint is to be dealt with in confidence, the complaint should be sent, in writing, to the Chair of Harrogate Skills 4 Living Centre. The envelope should be marked **Complaint – Private and Confidential, for the attention of Trustees.**

The following details should be included:-

- Name, address and contact telephone number of the client.
- The details of the complaint.
- Opinions of what went wrong and how the complainant feels the problem can be resolved.

We aim to acknowledge your letter of complaint within 5 working days and consider your complaint at the following Board of Trustees meeting, usually held every 4 weeks. You will receive a further letter, within 14 days of the meeting.

Appropriate Action following a Complaint

Appropriate action may be:

- An apology for inconvenience caused, or,
- A statement of immediate action to be taken to resolve the reason for complaint, or,
- An assurance that the complainant will be kept informed, until investigations are complete and the outcome is decided, or,
- The reasons why the complaint has not been accepted as valid.

Urgent or Serious Complaints

If the matter is urgent or serious and cannot be resolved by discussion with the staff, or Volunteers, the Chair of the Service should be contacted.

Anonymous Complaints

Harrogate Skills 4 Living Centre will not usually accept anonymous complaints. A complaint can be dealt with in confidence where this is appropriate.

Summary

All complaints will be taken seriously and a response will be given by Harrogate Skills 4 Living Centre in most cases verbally, unless the complaint is in writing, in which case the response will be in writing. Harrogate Skills 4 Living Centre aims to provide the best possible service to meet the needs of the people of Harrogate whose lives are affected by learning difficulties and disabilities. Our aim is for complaints to be dealt with effectively and if required, action to be taken to either prevent recurrence of the problem, or to improve our service.

COMMENTS AND COMMENDATIONS PROCEDURES

1. Definition

A comment or compliment

- Must be in writing either a letter or a card
- May be about a service, a decision, or a member of staff
- May contain a suggestion about ways in which a service might be improved

2. Who may make a comment or commendation?

- A service user or someone writing on their behalf, or
- A member of a statutory or voluntary organisation, but
- Compliments from colleagues within Harrogate Skills 4 Living Centre should NOT be logged through this system

3. Encouraging comments about services

Comments should be encouraged as a method of listening to service users.

4. Process

- (a) All formal comments and compliments should be acknowledged in writing (usually by the CEO). The CEO should act upon any suggestion for service improvement.
- (b) All comments and compliments should be logged – suggested format attached
- (c) Compliments should be brought to the attention of the CEO and should be logged for statistical purposes. These statistics are reported to the Board of Trustees each year.
- (d) An annual report on comments and commendations will be made to Board of Trustees, on the same agenda as the annual report of complaints.

Date of Policy Nov 2018; Reviewed August 2025

Signed:

CEO

COMMENTS AND COMMENDATIONS

MONTH: _____ YEAR _____

CUSTOMER'S NAME	DATE RECEIVED	COMMENDATION ABOUT:	Comment re service	+ve comment re staff	-ve comment
TOTAL					