



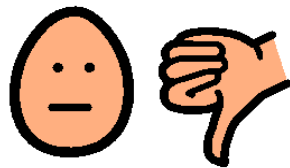
Volunteer Centre

Keighley & District

Keighley & District Volunteer Centre

Complaints Procedure

How to make a complaint
Easy Read



Reviewed: 16th August 2010

Introduction

This is an easy to read version of Keighley & District Volunteer Centre's Complaints Procedure.

If you have any problems reading or following this procedure please ask a staff member who will be happy to help you.

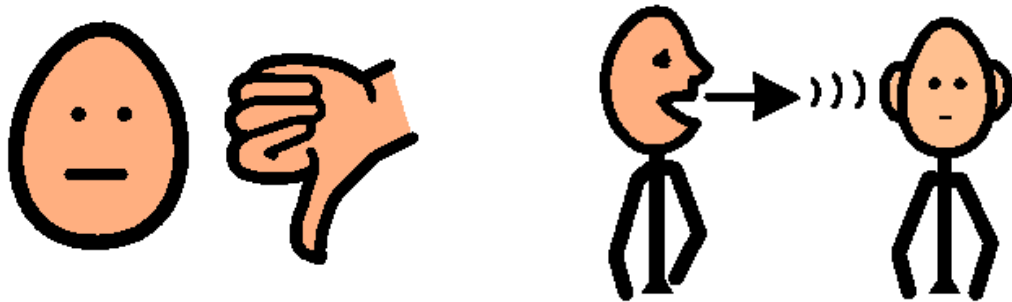
This procedure is to be read alongside the KDVC Adult Protection policy statement.

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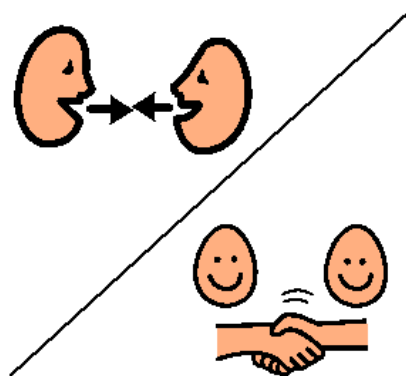
What is a complaint?

A complaint is when you tell someone about being unhappy about the service you receive.



Why complain?

You should complain if you are unhappy about something, so that we can work together to change things for the better.



Who can make a Complaint?



YOU



Other people who can complain for you...



Family & Relatives



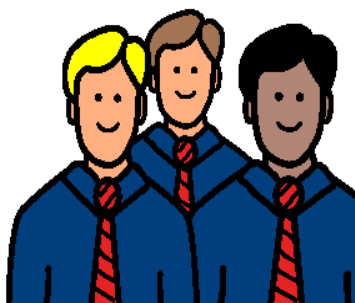
Friends



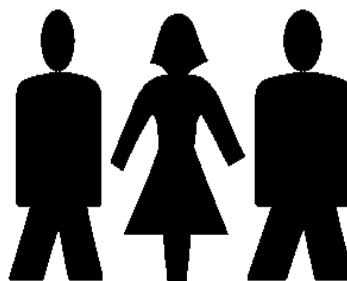
Carers/Staff



Advocates



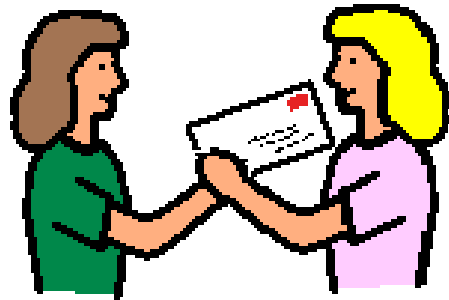
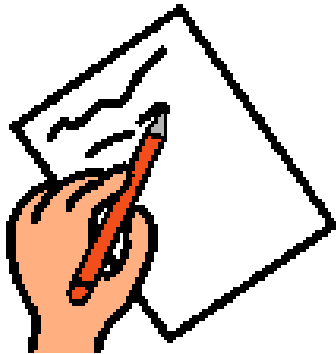
'Stakeholders'



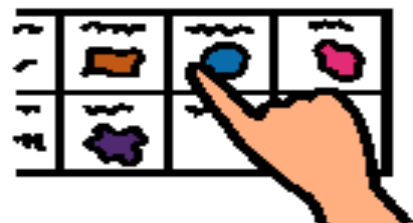
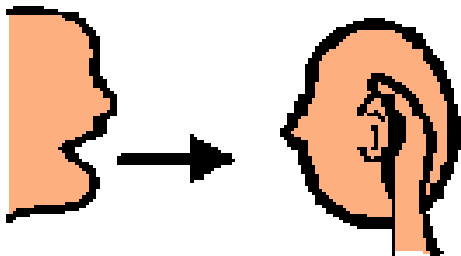
The public

How do you make a complaint?

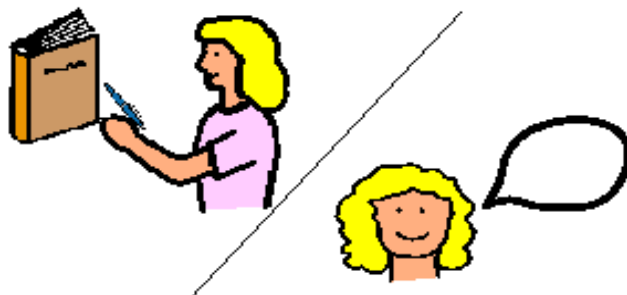
Complaints can be written down and given to a member of staff.



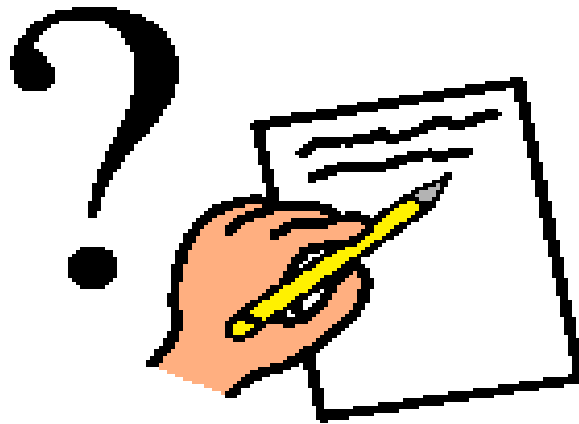
You can also speak to a member of staff, show them pictures, or let them know about your complaint any way you can.



The staff member will write down your complaint in the ‘complaints book’ and make sure the manager knows about it.



Do all complaints have to be recorded?



All complaints are serious to the person making them and we try to ensure that they are all dealt with sensitively and effectively.



We also realise that there may be different ways of dealing with an issue, depending on what it is and what **YOU** want to be done about it.



Who investigates a complaint?

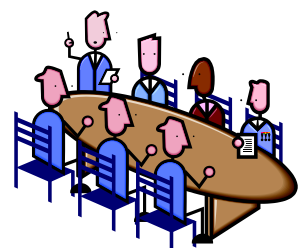


‘Minor’ complaints can be investigated by appropriate members of staff who will fill in a complaints form.

If you are complaining about a person, you do not have to tell them. You can speak to their manager, or another staff member who will help you.

The Manager will always read the complaints form.

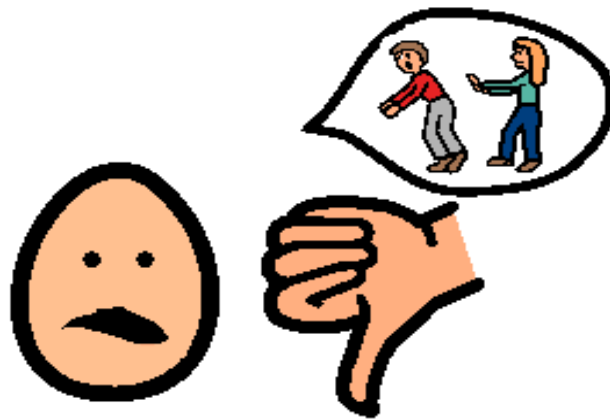
Serious complaints will usually be investigated by the Manager or the Management Committee.



Allegations

Allegations are sometimes very similar to complaints.

An allegation is when someone speaks out and says that something (bad) has happened.



All allegations will be taken seriously and investigated thoroughly.

Allegations can be followed through as complaints using the complaints procedure.

If **abuse** has taken place, we will refer to the ‘No Secrets’ Adult Protection procedure to ensure you receive support to deal with the issue.

Abuse

Abuse is when a person is treated badly. There are different types of abuse...

- Emotional abuse



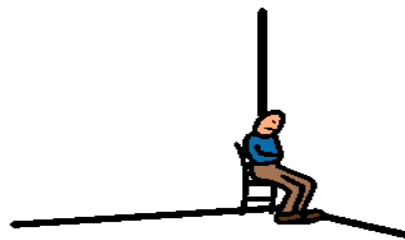
- Physical abuse



- Sexual Abuse

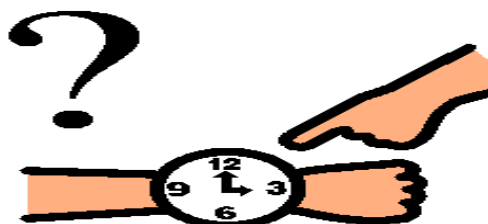


- Neglect

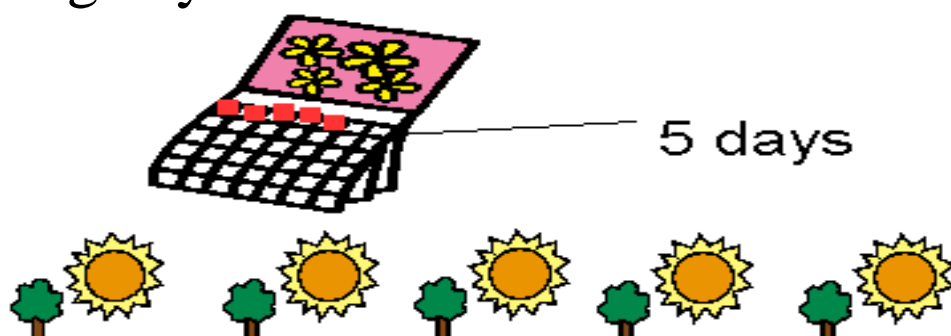


If you think someone is being abused, or if you have been abused yourself, you should tell someone immediately. Abuse is very serious and will be stopped.

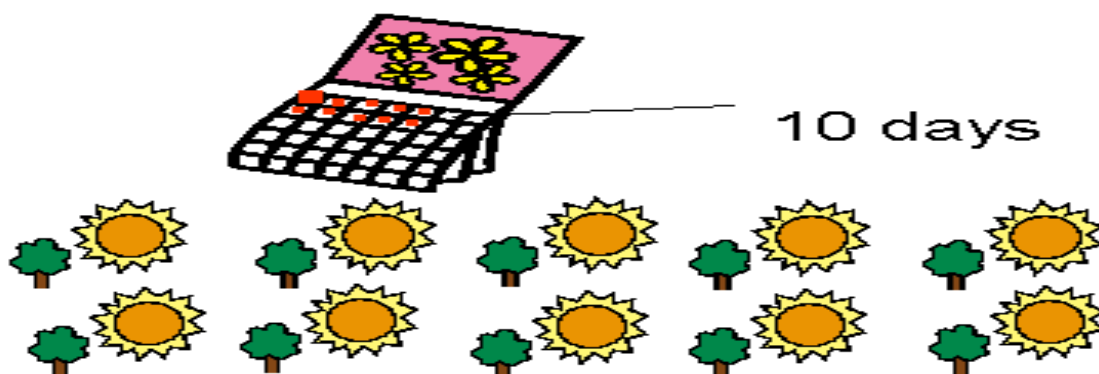
How quickly will my complaint be dealt with?



Complaints are dealt with as quickly as possible. If you are the person making the complaint, we will reply to you within 5 working days.



If the complaint is serious and an in-depth investigation is needed, we will tell you this and reply to you within 10 working days.



What happens after you complain?

After you make your complaint, we will make sure that we deal with any issues or problems.

Anyone involved will be told of the outcome of the complaint and the investigation carried out.

If you are not happy with the way the complaint is being handled, or the response given, you can take your complaint to other people...

- 1, Keighley Volunteer Centre Staff
- 2, Keighley Volunteer Centre Manager
- 3, Keighley Volunteer Centre Management Committee

Where to send your Complaint...

Names & Addresses

Gary Pedley (Chief Officer)

Keighley Volunteer Centre

8 - 10 North Street

Keighley

BD21 3SE

Tel: 01535 609506

If you are experiencing abuse, the Manager will refer to the Adult Protection Policy 'No Secrets' but you can also contact their team yourself or get someone else to do this for you .

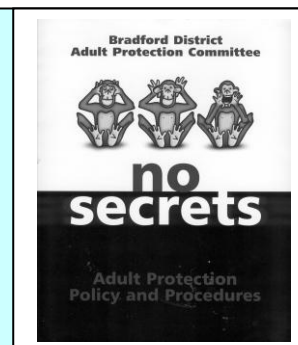
Their details are:

Adult Protection Unit

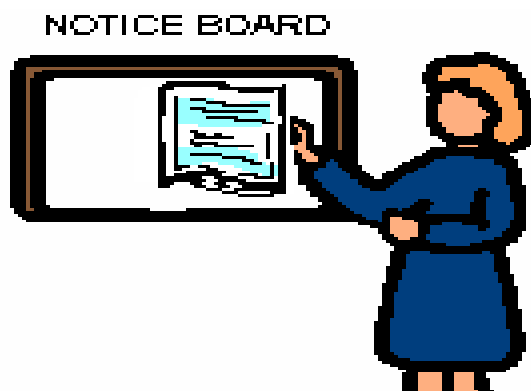
Tel: 01274 434442

Fax: 01274 431727

e-mail: adult.protection@bradford.gov.uk

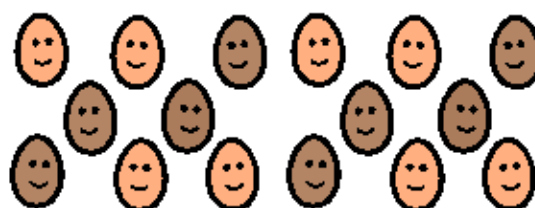
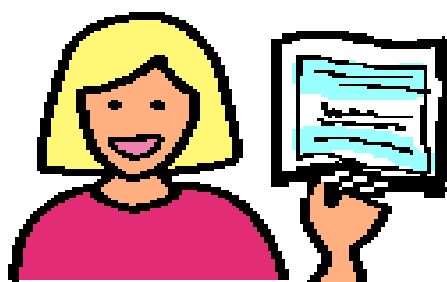


Displaying the Complaints Procedure



The procedure will always be on show, so that you can check up on what to do if you decide to complain about something.

The procedure will be explained to all the people who access Keighley Volunteer Centre Services.



It will be explained to all the staff, volunteers, relatives and anyone else involved in the service, so that they also know what to do if you (or they) want to make a complaint.



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8-10 North Street
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