

Complaints Procedure

Carers in Bedfordshire is committed to providing high quality activities and services. Whoever you deal with at Carers in Bedfordshire, we expect you to be treated with courtesy and to find Carers in Bedfordshire friendly and welcoming.

If you have a concern or you are dissatisfied with any aspect of our services or activities, we want to hear from you. Please use our [complaints procedure](#), detailed below.

This policy outlines how we deal with complaints about any aspect of Carers in Bedfordshire made by a member of the public.

Complaining about Carers in Bedfordshire (CiB)

- Complaints should be made as soon as possible after the action which caused the complaint took place.
- If you are in contact with a member of CiB staff, you should try to resolve the problem informally with them first.
- If you are not able to resolve the problem informally with a member of staff, we welcome complaints by the following methods:
 - By email – contact@carersinbeds.org.uk
 - By phone – 0300 111 1919
 - By post – Carers in Bedfordshire, Suite D1, Emerald Court, Pilgrim Centre, Brickhill Drive, Bedford MK41 7PZ

When making a complaint, it would be helpful if you could state clearly and briefly:

- What went wrong
- When and where it happened
- Who was involved
- What you would like as a result of making a complaint (e.g. an apology or a change to how we provide our services)
- Your name, address, and contact details (telephone and/or email address)

You should make your complaint within 12 months of the incident or within 12 months of the matter coming to your attention. This time limit can sometimes be extended as long as it is still possible to investigate your complaint.

Once a complaint is received

Any complaints relating to the running of Carers in Bedfordshire, the service it provides, or related matters shall be recorded, investigated and a timely response provided. Carers in

Bedfordshire take all complaints seriously, as the opportunity to make service improvements and rectify any omissions in service to carers.

Responsibility for Implementation

The Carers in Bedfordshire Board of Trustees is ultimately accountable for the implementation of our policy, strategy and plans and for monitoring their effectiveness. Day to day responsibility for implementation and monitoring lies with the Chief Executive Officer and the Leadership Team.

Implementation

There are four key stages in addressing a concern or complaint. Each stage provides the chance to address the complainant's concerns and resolve the matter to their satisfaction.

Step 1: Addressing the issue immediately

Determine whether the complaint is in fact about a Carers in Bedfordshire service. If not, the complaint should be referred to the appropriate body. The complaint and response should be recorded. If it is reasonable, attempt to address and resolve the complaint immediately.

Steps 2 and 3: Investigating and responding to a written complaint

All written complaints should be forwarded to the Quality Officer or the Chief Executive Officer who will determine whether the complaint is in fact the responsibility of CiB and then acknowledge the complaint in writing within two working days. If the complaint is found to be not the responsibility of CiB then CiB will still support the complainant to find the correct avenue if possible.

If the complaint is found to be the responsibility of CiB, an investigation will be undertaken and full written response from the Quality Officer or The Chief Executive Officer will be provided within 20 working days. If a response is not possible within 20 working days, the complainant will be informed of progress and the reason for the delay.

Step 4: If the complainant is not satisfied with the outcome and the written response

The situation will be referred to The Board of Directors of Carers in Bedfordshire, where further attempts will be made to resolve the situation to the complainant's satisfaction.

All complaints and enquiries made to Carers in Bedfordshire (and their outcomes, solutions), whether dealt with verbally or by letter, will be recorded and kept on file for a minimum of ten years.