

# Newcastle Carers

## How to make complaints, comments or compliments

### Newcastle Carers

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**Newcastle Carers aims to provide a high quality service to carers who are looking after someone in Newcastle.**

We welcome feedback, comments and suggestions about our services and how they may be improved. If you would like to comment about our services, whether it is good or not so good, we would be pleased to hear from you.

### **Who can complain, comment or compliment?**

Anyone who has contact with us can give us feedback, comments and suggestions about any of our services.

### **What is a complaint?**

We define a complaint as:

*“an expression of dissatisfaction, however made, about the standard of service, policies of the service, behaviour of staff, actions or lack of action by staff affecting an individual or group.”*

We do our best to take into account the views and wishes of those who need help from us. We welcome opportunities to monitor and improve our services and having a Complaints, Comments and Compliments Procedure is one way of doing this.

### **How can you make a complaint?**

- Fill in the Complaints Form at the back of this booklet and return it to our Centre, or if visiting our centre put it in the red box which can be found at our Reception desk
- In person
- By telephone or SMS

- In a letter
- By email
- Website “*Comments and Feedback*” section.

If you prefer, you can get a friend or personal representative to make a complaint, comment or compliment on your behalf.

### **Informal approach**

If possible try to speak to a member of staff about your concerns, who will try to resolve the matter with you informally. If that is not possible then you can raise a more formal complaint.

### **Formal complaint**

Please write to the Chief Executive giving clear details of your complaint and marking the correspondence “*Private & Confidential*”.

If the complaint involves the Chief Executive, or you feel unable to address your complaint to the Chief Executive in the first instance, then address it to the “*Chair of Newcastle Carers*”.

The Chief Executive will either investigate your complaint, or delegate it to another person. They will write to you explaining the investigation process and time frame.

If your complaint concerns a member of staff, the person concerned will normally be informed unless you specifically request otherwise. If so, please note this may then limit the complaint investigation process.

To request a copy of our *Complaints Policy & Procedure*, please contact us.



## Complaints Form

### Your details:

Name: \_\_\_\_\_

Address & postcode: \_\_\_\_\_

\_\_\_\_\_

Phone number: \_\_\_\_\_

### Incident details:

Date & time of incident: \_\_\_\_\_

Were members of staff involved? If so, who? \_\_\_\_\_

\_\_\_\_\_

Were there any witnesses to the incident? If so, who? \_\_\_\_\_

\_\_\_\_\_

Please use the space below to give information about what happened and let us know what you wish to complain about:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please use a separate sheet if you need more space.