

## Our Policy

Everyone who gets a service from Cumbria Family Support has the right to complain if they think things have been done badly or if something has not been done that should have been. People have the right to challenge decisions that directly affect their lives if they disagree with them.

In order to ensure our service remains at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with our organisation.

We can help in making a complaint. If you need help in making a complaint or you want to find out more about the complaints procedure, our staff or volunteers will be able to help you.

To ask for assistance at any point, contact our Business Manager on [admin@cumbriafamilysupport.org.uk](mailto:admin@cumbriafamilysupport.org.uk)

## Cumbria Family Support

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Company Number 4151545  
Registered Charity Number 1085861

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## Cumbria Family Support



## Complaints Procedure

How can this booklet HELP?

This booklet explains what Cumbria Family Support will do if you make a complaint and what further action you can take.

## Stage 1

Most complaints can be settled quite simply by discussing your problem with a member of staff or volunteer. You may prefer to write to us, and then someone will come to see you or telephone to discuss your problem. We will do this as quickly as possible.

## Stage 2

If your complaint cannot be resolved at stage 1, please write down your complaint and send it to the Chief Officer. We will try to respond to this within 28 days.

If you have any difficulty writing your complaint you can ask a trusted friend or relative to do this for you, or contact our main office and we will arrange for someone independent to assist you.

The Chief Officer will make arrangements to visit you to discuss your complaint in more detail, and will also talk to anyone else involved in the complaint, including staff or volunteers.

Once your complaint has been looked into, the Chief Officer will write up their findings. You will usually get a copy of their report. The Chief Officer will then decide what action will be taken and write to tell you what is going to happen about your complaint.

## Stage 3

If you are not satisfied with the decision of the Chief Officer, you should write to the Chair of the Trustees within 28 days and she/he will take the matter to the next Trustees' meeting, where a decision will be made on further steps required to resolve the matter.

Finally Cumbria Family Support aims to provide a high quality service which meets your needs. We believe we achieve this most of the time. If we are getting it right, please tell us about it.

