



Complaints Policy

We are sorry you feel the need to make a formal complaint about our service. We take all complaints really seriously and hope to learn lessons from any feedback, positive or negative. We will investigate your concerns as thoroughly as possible to this end.

Your Options:

You can either:

- Speak to a member of staff (e.g. the Manager of the service) to try to resolve your complaint;
- Write a letter outlining the complaint to: ***Senior Management Team, Cove Care, 16 Waterloo Road, Wolverhampton, WV1 4BL;***
- Email your complaint to info@cove-care.co.uk
- Complete the attached form giving as much detail and information as possible.

Process: What Will We Do?

If your complaint cannot be satisfactorily dealt with by speaking to a member of staff (this would be a 'Level 1 Complaint') a Complaints Officer will be appointed and conduct a more formal investigation (this is a 'Level 2 Complaint'). We will contact you within 3 days of receiving it, to discuss your complaint, what will happen next and how you will be kept informed.

Throughout your complaint we will advise you of the developments and any support you may be able to access. This may include arranging to meet up with you to discuss further.

Outcomes:

We will aim to resolve any Level 2 Complaint as quickly as possible and within a maximum of 7 working days. We will contact you if this timescale cannot be met and give you an idea of when you can expect our completion. All Level 2 Complaints will be responded to formally in writing with the outcome clearly stated.

If you are not happy with the outcome of the complaint at this stage, you may want to escalate your complaint to a 'Level 3' complaint. You should contact either the local authority (of the placement, or the young person, if the complaint involves a young person), or Ofsted. The Complaints Officer will be able to give you full contact details of these agencies if this required.

We hope to resolve your complaint to your satisfaction.

Senior Management Team

Cove Care



Complaints Form

1. Your Details:

Your Name:				
Your address:				
Best telephone:				
Email address:				
Your involvement with us (tick or underline)	Young person	Family member / visitor	Professional	Other (describe)

2. Your Complaint:

Please describe your complaint (give as much detail as possible, include any people involved, when and where):

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3. Your Outcomes: What you want to happen:

Please let us know what you want to happen, or you would want us to do, if your complaint is upheld:

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