

Stage Four

If you are still not satisfied, you can refer your complaint to the statutory body that provides funding for the particular service you are complaint refers to.

This may be Leeds City Council Tel: 0113 2224444

(www.leeds.gov.uk)

or

NHS Leeds: Tel: 0113 3057370

(www.leeds.nhs.uk)

If you need help and support in making the complaint, the following advocacy services are available in Leeds:

Voluntary Action Leeds provides a directory of advocacy services: Tel: 2977920 (www.val.org.uk)

Advonet provides information on advocacy services in Leeds: Tel: 2449045 (www.advonet.org.uk)

Age Concern Leeds: Tel: 2458579
(www.ageconcernleeds.org.uk)

Leeds Advocacy: Tel: 2440606
(www.leedsadvocacy.org.uk)

Care & Repair (Leeds) is an independent Home Improvement Agency, helping older people, disabled people and people on low incomes to live independently in their own homes.

It is an Industrial and Provident Society with charitable status – registration number 25858R

Care & Repair

মেসারামত এবং যত্ননেয়া دیکھال اور مرمت ਦੇਖ-ਭਾਲ ਅਤੇ ਮੁਰੰਮਤ

(Industrial & Provident Society with Charitable Status, Registration Number 25858R)

Care and Repair (Leeds)

323 Roundhay Road,

Leeds,

LS8 4HT

Tel: (0113) 2406009

Fax: (0113) 2493349

Email: enquiries@care-repair-leeds.org.uk

www.care-repair-leeds.org.uk

Complaints Procedure

Care & Repair (Leeds) is committed to being helpful and courteous to all those who use its services. We aim to provide good advice, support and assistance as well as speedy replies to any enquiries.

As part of our commitment to improving our services, we welcome your views. Of course, we hope and intend that you will have no cause to complain. However, we offer the following Complaints Procedure to ensure that any problem is dealt with properly and fairly.

The procedure is designed as a series of stages. If you are not satisfied, you should take your complaint to the next stage.

We want to try and bring any dispute to a speedy and friendly conclusion. At all stages, we will be looking to reach an agreement.

Who Can Use the Complaints Procedure?

Any individual, organisation or their representative who has had contact with Care & Repair (Leeds) can use this complaints procedure.

What Issues are Covered?

The procedure is designed to cover complaints about any of our services.

Informal Contact

Each client or contractor will have an agency worker with whom they have, or have had, regular contact and it is anticipated that most grievances will be dealt with through these contacts. Alternatively anyone can raise their concerns informally with the Director of Care & Repair (Leeds) before making a formal complaint.

The Four Stages in the Complaints Procedure

Stage One – To the Director

You do not have to make the complaint in writing, and it can be made by telephone. However, the Director will create a written record of the complaint, which you will be asked to sign. You should receive a written response from the Director explaining the decision or any action taken, within 14 days.

Stage Two – To the Secretary of the Management Committee

If you are not satisfied, you should refer the issue to the Secretary of our Management Committee, whose name will be available from the agency's office. The complaint should be written, (though not necessarily by you) and agreed (signed) by you. It should be addressed to The Secretary of the Management Committee marked Private and Confidential at the Care and Repair office. You should expect a written response within 21 days.

Stage Three – To the Management Committee

If you are still not satisfied you can ask for your complaint to be heard by the full Management Committee, which meets at least 4 times a year. You may submit your views in writing or you may attend the Committee meeting in person in order to put your point of view. The decision made by the Management Committee is the final point of decision-making within the Care & Repair (Leeds) structure.