

The Odell Trust (Registered Charity)

The Odell Centre, Plimsoll Street, Kidderminster, Worcs. DY11 6TZ
Tel: 01562 69683 Fax: 01562 861328 info@odellcentre.org.uk



Complaints Policy

Introduction

The Odell Trust aims to provide everyone with the best possible service. We believe we achieve this most of the time but we have in place a procedure to be followed by anyone who is unhappy with any part of our service.

Policy

It is the Trust's policy to ensure it is simple for anyone to make a complaint about our service or an individual and that this complaint will be dealt with in a timely, professional and transparent manner. All complaints will be recorded and the process of any complaint will be monitored on the complaints checklist (Appendix 1), and filed in a secure place.

Employees will be made aware of how to deal with a complaint in the first instance by using the following guidance:

- Listen so that you are aware of exactly what the problem is
- Empathise with how they are feeling at this moment
- Acknowledge the complaint and make sure that you understand the nature of the complaint
- Is there something you can do now to put things right or alleviate the situation
- If it is not possible to resolve the complaint then refer the complainant to the Complaints Procedure

The Trustees will be informed by the Manager at the next Board meeting of the number and nature of any formal complaints and their outcome. Consideration will be given to the implications these have for the planning and management of future services, as part of The Odell Trust's quality review system.

A copy of the Odell Trust's Complaints Procedure will be given to all members and their carers and an easy read version will be available as appropriate. Copies of the Trust's Complaints Policy and Procedure will be available on our website.

Procedure

The Odell Trust's complaints procedure is attached

Signed *Ann Masters*

Ann Masters
Chairman

Date *22/07/24*

Ref No. P018 v2.0

Review Date July 2026

The Odell Trust: A Private Company Limited by Guarantee

Registered Office: The Odell Centre, Plimsoll Street, Kidderminster, Worcs. DY11 6TZ

Company No: 10371450

Registered Charity No: 1170810

Visit us at www.odellcentre.org.uk

Honorary President: Trevor Burgess



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Complaints Procedure

The Odell Trust aims to provide everyone with the best possible service. We believe we achieve this most of the time: if we are not getting it right, then please let us know.

In order to ensure our services remain 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 the Trust. This is what you should do if you want to bring a matter to our attention.

Firstly, if you are unhappy about any part of our service, please speak to the relevant staff member or the Manager. If you are unhappy with a specific individual, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to the staff member's manager. Often we will be able to solve the issue informally straight away and provide you with a satisfactory answer. When the matter is more complicated we will give you at least an initial response within five working days.

Making a formal complaint

1. If you are not satisfied with our response or wish to raise the matter more formally then please contact the Manager. If the complaint relates to the Manager, then all contact should be addressed to the Chair of Trustees.
2. Your complaint can be made verbally either in person or by telephone, by email or in writing to the Manager. The complaint will be logged and you will receive an acknowledgement in writing within three working days. If you need an interpreter or advocate to help you make your complaint, the Odell Trust can arrange this for you.
3. The Manager will, in consultation with the Chairman or other Trustee, investigate the complaint. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.
4. If, after we have responded, you are not satisfied with the outcome you can request to put your case in writing or personally to a panel comprising at least three members from the Odell Trust's Trustee Board. These members will not include the Chairman or the person who has already investigated your complaint.

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If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an independent advisor present).

5. Where appropriate, the Odell Trust will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.
6. All formal complaints and the response made to them will be recorded and filed in a secure place. The Trustees will be informed by the Manager at the next Board meeting of the number and nature of any formal complaints and their outcome. Consideration will be given to the implications these have for the planning and management of future services, as part of The Odell Trust's quality review system.

In the event of a member wishing to make a complaint, the Manager will appoint a member of staff to support the member to make the complaint following the procedure outlined above.

The Odell Trust's complaints policy and procedure will be available on our website and in written form on request.

Signed *A Masters*
Ann Masters
Chairman

Date *22/07/24*

Ref No. P018b v3.0

Review Date July 2026

Complaints Policy & Procedures for Members

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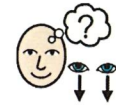
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5. The General Manager and Chairman of Trustees will investigate



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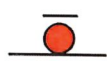


5 days

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6. If you are still not happy you can ask the Trustees



still



not



happy



you can



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the Trustees

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Updated



July

2024

2024