



Compliments and Complaints Policy

1.0 Let's Enable values:

- We strive for excellence in everything that we do, but we realise that sometimes we get things wrong. We welcome and value feedback; this enables us to listen, learn and to improve what we do and how.
- Compliments, comments and complaints help Let's Enable to strive for excellence and provide an excellent service and support.
- Let's Enable takes all compliments and complaints seriously and will reach out to all parties involved.
- We are committed to carrying out a thorough investigation should a complaint be made and will provide amicable solutions.
- Let's Enable will record and maintain a record of all Compliments and Complaints
- complaints are put forward to the board of directors and additional action taken such as a multi-agency referral, especially if any particular trends are identified.

2.0 Who this policy is for

This policy applies to:

Service users, parents, carers, members of the public and organisations wishing to comment on, compliment or complain about the performance of services, fundraising activities, conduct of employees, volunteers and third parties working with or representing Let's Enable.

This policy does not apply to:

Employees, board members and volunteers. In the event they wish to make a complaint, they should refer to the relevant policies, such as; Safeguarding Policy and Procedures for Children and Adults and the Whistleblowing Policy. Compliments/comments and complaints should be reported to the line manager or persons to whom they consider their comments are most relevant.



3.0 Complimenting Let's Enable

Compliments are valuable and important to Let's Enable and when they are received, they will be recorded. Compliments can be sent to info@letsenable.co.uk. Compliments enable us to understand what we do well and the positive difference this makes. It provides positive feedback to our people – whether paid or unpaid and influences the continued development of what we do, why and how. Compliments and comments help to influence the organisational decisions we may make; help to maintain the standards of our activities and raise issues of real importance and lead to change for the better. We will record and report, internally and externally if required, on comments we receive.

3.1 Complaints about people within Let's Enable or the service provided

We recognise that there will be times when our trustees, staff and volunteers or third parties working on our behalf make mistakes or get things wrong. Where this happens and where we receive a complaint, we will always take this seriously and record and report on it internally and externally if required. Let's Enable will deal with it in a timely manner. We will always take steps to maintain the confidentiality of your personal information. We will only disclose it to people who need to look into your complaint, and, rarely, to others where we are legally permitted to do so.

3.2 Making a Compliment or Complaint

- If you wish to make a compliment or complaint, please fill in and submit the Compliments and Complaints form below to Let's Enable. It can be submitted via email or post. The email address is info@letsenable.co.uk.
- A complaints form must be submitted within one (1) calendar month of the date of the event that the Complaint relates to. Let's Enable will look to acknowledge your Complaint as soon as is reasonably possible and in any event within five (5) working days
- we will keep you informed at each stage of the Complaints process
- the duration of the complaints process is dependent on the nature and complexity of the Complaint and the availability of associated documentation. A Complaint will normally be either responded to or a progress update given at 10 working day intervals, until the



Complaint has reached a satisfactory conclusion. If a Complaint has not been resolved to the satisfaction of all parties concerned, the final decision will be made by Let's Enables directors.

4.0 Contact us

You can contact Let's Enable and submit a Compliments and Complaints form by email or post. If you would like to send the form via post, please send it to:

Let's Enable

98 Warwards Lane

Selly Park

Birmingham

B29 7RD

By email: info@letsenable.co.uk

It should be noted that Let's Enable will not accept anonymous complaints.

If you, or any of the parties involved at any point wish to place the matter in the hands of their solicitors, Let's Enable will only continue to communicate through the respective solicitors. Please note this does not prevent any of the parties seeking legal advice.

Please see our data protection policy to see how we use and store your data.



Compliments and complaints Forms

Please provide as much detail as possible of your compliment or complaint including any supporting evidence and either:

- a. email to: info@letsenable.co.uk
- b. send to: Let's Enable, 98 Warwards Lane, Selly Park, Birmingham, B29 7RD.

Let's Enable will aim to confirm receipt of your compliment or complaint as soon as reasonably practicable and in any event within five (5) working days of the compliment or complaint being received.

Name:	Date:
Client name:	
Contact Details, Email:	Telephone:

Please provide as much information as possible in the box below (including relevant dates, names and attach any relevant correspondence or other materials)



Internal use only:

Person submitting the Compliment or Complaint:

Date Compliment or Complaint received:

Details of the individual dealing with the Compliment or Complaint:

Date confirming receipt of Compliment or Complaint (within five (5) working days):

Key Points:

Compliment/Complaint upheld (has it been resolved): Yes / No

Date informed of Compliment/Complaint Outcome:

Date Compliment/Complaint closed:

Actions taken by Let's Enable: