

MAKE AMENDS – SHEKINAH COMPLAINTS PROCEDURE

If you have a complaint about our organisation, we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently, and effectively
- To ensure that all complaints are handled in a consistent manner throughout
- To increase customer satisfaction
- To use complaints constructively in the planning and improvement of all our services
- To deal with complaints restoratively by repairing harm if it has been caused

WHO CAN COMPLAIN?

Anyone who is:

- Receiving a service from Make Amends – Shekinah
- Caring for someone who has a complaint
- Has been refused a service which they think they may need

HOW TO COMPLAIN

Make Amends would like to address any complaint as soon as possible.

Complaints can usually be resolved informally. In the first instance contact should be to Make Amends and, if you feel able, you should speak to the member of staff who is working with you or ask to speak to their manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish to have an informal solution, you may pursue a formal complaint.

You can make a formal complaint in the following ways.

In writing: to Lucy Evans – Service Manager Make Amends, Shekinah, 228 Union Street, Torquay, Devon, TQ2 5QS

Or via email: lucy.evans@shekinah.co.uk

Or via phone: on 01803 203895



WHAT HAPPENS NEXT?

You will receive acknowledgement of your complaint within 7 working days. You may be contacted to make sure that we have understood your complaint properly. You may also be interviewed by the person investigating the complaint. This will not be by the person who the complaint is against. You will receive a response to your complaint in writing within 28 working days of its receipt. Any extension of this time limit requires your consent.

DOES THIS ALWAYS HAPPEN?

In all cases, a complaint will be given full and fair consideration. We will also seek to repair harm if it has been caused using a restorative approach.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

CAN YOU HAVE SOMEONE WITH YOU WHEN YOUR COMPLAINT IS DISCUSSED?

Yes, you can. You may wish to bring a supporter, an advocate or someone who may be able to help you communicate with us.

CAN YOU ESCALATE YOUR COMPLAINT?

Yes. If you are not happy with the response you have received from the manager who has investigated your complaint, you can escalate your complaint directly to Mr John Hamblin Chief Executive, Shekinah, Bath Street, Plymouth, PL1 3LT 01752 203480

CAN YOU TAKE YOUR COMPLAINT ELSEWHERE?

Yes. You can contact the Charities Commission for England and Wales if you would like to complain about the work of Shekinah. Visit <https://www.gov.uk/complain-about-charity> for further information on making complaints about a charity.

You can also complain directly to the Office of the Police and Crime Commissioner for Devon and Cornwall who contract this service. In this case you must have followed the procedure as listed above and be unsatisfied with the final outcome. The contact manager can be contacted at the following address: The Office of the Police and Crime Commissioner for Devon and Cornwall. Devon and Cornwall Police, HQ, Middlemoor, Exeter, Devon, EX2 7HQ, 01392 225555

