

How to Complain about Advocacy Action



Advocacy Action always tries to provide a good service to everyone.

If you are unhappy about something we have done, or something we didn't do, you have a right to complain.

We promise to take your complaint seriously - to listen to you and to reply properly.

You should be able to talk to anyone at Advocacy Action at any time if you are unhappy about something, but if you feel you can't do this or if you feel they didn't answer you properly then you should follow the steps on the next page.

Who can complain?

Almost anyone can complain: advocates, partners, sessional workers, members of the public, or staff in other organisations.

Advocacy Action Staff cannot complain using this procedure - they must use the staff grievance procedure instead.

What can I complain about?

You can complain about anything Advocacy Action is responsible for. This includes our aims and the way we work to achieve these aims.

How to complain

Step 1

Discuss the problem first with a member of staff in Advocacy Action. We will take your complaint seriously. If it is right we will think about ways we can change things for the better. We will apologise if that is right.

If you are not happy with this then go to step 2...

Step 2

Fill in the form attached to this sheet. If you need help filling in the form you could ask a friend or relative or someone at the Citizens Advice Bureau. Send it in a sealed envelope marked "Confidential" to:

Complaints
Advocacy Action
21 King Street
Wakefield, WF1 2SR

One of our Committee members has agreed to take charge of complaints and will make sure your complaint is dealt with properly.

When we receive the form we will arrange for a meeting between you and the person you have chosen to deal with your complaint. We will do this as soon as we can, usually within 2 weeks. If people are on holiday or ill it may take longer to arrange the meeting, but we will keep you informed. You can bring a friend or helper to the meeting if you want to.

At the meeting you can say what you are unhappy about. We will take notes and we will send a copy of the notes to you. The notes will include an Action Plan that will tell you what will happen next.

We hope that you will then be satisfied that your complaint has been dealt with properly. The Action Plan might take some time to happen so please allow for this. We will continue to keep you informed.

If you are still not satisfied go to step 3...

Step 3

If the Action Plan does not sort things out then you need to talk to the person who dealt with your complaint before. If possible, write your concerns down.

Another meeting will be arranged for you to talk with two of Advocacy Action's Committee members. Again, you can bring someone with you if you wish. Notes will be taken and an Action Plan determined. This will be the final agreement.

We hope that by following these steps any complaint about Advocacy Action will be sorted out to your satisfaction.

Appeal

You have the right to appeal against the decision agreed in Step 3. In this situation, an independent organisation will look into your complaint and make a proposal.

In order to appeal, you must have gone through Steps 1, 2 and 3, and allow enough time for the Action Plan to happen.

The result of an appeal will be final. Advocacy Action will make every effort to comply with this decision, but we will not be legally bound by it.

Who will know about your complaint?

This will depend on what your complaint is about. Usually the only people who will know are:

- The Coordinator of Advocacy Action, and maybe some other staff
- The Advocacy Action Committee
- The person you choose to deal with your complaint

If your complaint means someone is at risk of being hurt we may have to inform the Police or Social Services. We will talk to you about this, and we will also talk to you about any other people we may have to tell about your complaint.

Advocacy Action – Complaint Form

Please remember the first step is to speak to someone in Advocacy Action about your complaint.

Your name:

Your address:

Your phone number:

What do you think Advocacy Action has done wrong?

Write on the back of this form if you need to.

What do you think should be done about it?

Who do you want to deal with your complaint?

- An Advocate
- The Project Coordinator
- A Committee Member
- Someone else - please say who and how we can contact them

Signed:

Date:

Post to: Complaints, Advocacy Action, 21 King Street, Wakefield, WF1 2SR