



Enabling people to speak up for themselves

COMMENTS, COMMENDATIONS AND COMPLAINTS POLICY

North Yorkshire Advocacy is committed to providing an excellent service to all its clients and users.

We always welcome comments and suggestions whether good or bad. We need this information in order to maintain the high standards we strive to achieve.

If you have any comments to make about our service please request a form which will be sent to you. This form will be sent to all clients on the closure of the case file unless there are circumstances where this is not appropriate.

If you do have a problem with our services in the first instance we would encourage you to talk to the Advocate working with you as soon as possible. Usually concerns can be sorted out informally this way. However if this does not resolve the issue for you, you may make a formal complaint directly to the Chief Executive.

Please put your complaint in writing and send to the Chief Executive setting out your complaint and the events that led up to it.

The Chief Executive will contact you within 10 working days to review your complaint.

If this does not resolve the issue satisfactorily we will arrange for you to speak with a Member of the Board of Trustees. The Member of the Board will make every attempt to resolve the situation to everyone's satisfaction.

If the issue is still not resolved, the complaint and the findings of the Board Member will be presented to the Full Board of Trustees at the next meeting for full consideration. The decision of the North Yorkshire Advocacy Board of Trustees will be final.

In the event that a grievance or complaint is raised against North Yorkshire Advocacy by a client, the complaints procedure will apply.

Should the client wish an advocate employed by North Yorkshire Advocacy to support them with the grievance against the organisation the following procedures apply.

The advocate must declare a conflict of interest and an independent advocate from a neighbouring organisation should be allocated to the client.

If this is not possible the advocate, having declared their interest must support the client in line with their duty and responsibilities, ensuring that no information is shared amongst colleagues regarding the grievance.

The complaints process will apply until resolution.

All formal complaints and a note of the outcomes will be recorded in our Complaints Log Book and shown to the Board of Trustees.

Any learning from the complaint will be taken on board by North Yorkshire Advocacy and if necessary new policies, procedures and training will be instigated.

Collective issues

North Yorkshire Advocacy has a responsibility to deal with any issues concerning our service, or the service of others if people are reporting concerns.

In the case of these collective issues North Yorkshire Advocacy will raise the complaints with the appropriate agency, however no personal information will be given regarding individual clients without their prior permission. If you require further information on the raising of collective issues please discuss them directly with the Chief Executive.

Please send your letter of complaint to

Robyn Holmes
Chief Executive
North Yorkshire Advocacy
Elizabeth House
Barker Business Park
Melmerby
Ripon
North Yorkshire
HG4 5NB
Or email: robyn@nyadvocacy.org.uk