

## P02 Complaints and Feedback Policy v4

### Appendix 2 – How to give feedback about our service

Your compliments, comments, suggestions and complaints are important to us. This feedback tells us what we're doing well and how we can improve our services.

If you're happy with the service you have received, or if you have a suggestion, you can

- speak to a member of staff, volunteer or manager
- leave your feedback in one of our suggestion boxes in reception
- call or write to the service, or to our Head Office – letting us know which person or service this is about

#### How to make a complaint or tell us about a concern

Speaking to your worker directly is usually the quickest way of dealing with your concern.

You can also contact the office to speak to a Team Leader or Service Manager.

Delete service as appropriate



**REACH** – 0800 043 4656

Reach East - 45 Bargates, Christchurch, BH23 1QD

Reach North - Woodcock Court, Queens Street, Gillingham, SP8 4DZ

Reach West - Weymouth Coffee Tavern, 24 High West St, Weymouth, DT4 8JH



**Together** - 0800 233 5444

Together Exeter, East and Mid Devon - Magdelene House, Grendon Road, Exeter EX1 2NJ

Together South - Templer House, Scott Close, Newton Abbot, TQ12 1GJ

Together North - Units 3, 4 & 6 Riverside Court Castle Street, Barnstaple, EX31 1ET

**If you would feel more comfortable, you can also contact EDP's Head Office at:**

EDP Drug & Alcohol Services

Basepoint Business Centre, Yeoford Way, Marsh Barton, Exeter EX2 8LB

Email: [info@edp.org.uk](mailto:info@edp.org.uk)

If someone tells us that they are unhappy about the service they have received, and we aren't able to resolve it at the time, it will be handled as a complaint. Anyone affected by the way we deliver services can follow this process to make a complaint, except staff, who should follow the EDP Grievance Process.

We will encourage and support you through the complaints process. We will ensure that you are not negatively affected if you make a complaint, or if someone complains on your behalf.

A representative may complain for the affected person with their consent, or if the affected person needs help to complain and cannot give consent because they lack capacity within the meaning of the Mental Capacity Act 2005.

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf. We will provide, as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help
- practical support like arranging interpretation or signing services

### What isn't a complaint?

- An initial request for service
- Asking for an explanation of a policy or a decision
- An issue that has its own appeal process

### How we handle complaints

We will acknowledge your complaint in **3 working days** and give you the name and contact details of the Complaint Handler. That person will have enough seniority and experience to deal with the issues raised by the complainant. Staff will not investigate complaints against themselves. The Complaint Handler will usually contact you for further information, ask you how you would like your complaint to be resolved and how you would like to be informed of the outcome. We will keep you informed about the progress of the investigation. We aim to have all complaints investigated within **20 working days** unless we agree a different time scale with you.

When we have finished investigating, we will contact you to discuss the outcome, and then write to you with:

- what we have found
- any action we are taking
- our suggestions to resolve your complaint

*If you are not satisfied with how we dealt with your complaint, you can appeal the outcome within **10 working days**. Appeal will not be accepted simply because you are unhappy with the outcome. Appeals will be accepted if:*

- *You are concerned that there was a weakness in the original complaint investigation, or*
- *You have new information relating to the original investigation that should be investigated*

*The Appeal Handler will be more senior to the person who investigated the original complaint and will have the authority to resolve the issues highlighted within the complaint and appeal. We will let you know the outcome of an appeal within **10 working days**.*

*The appeal is the final stage of our Complaint Process. If you are not satisfied with the outcome of the appeal, we will provide you with details of alternative complaint options, such as an Ombudsman or regulators.*

### **Anonymous complaints**

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

### **Vexatious and Repeat Complaints**

We will not investigate complaints about an issue already investigated and where appeal has been exhausted, or complaints made to intentionally cause disruption or annoyance.

*We can provide this information in other languages or in other formats on request.*