



## Kirklees Supporting People Complaints Procedure November 2006

### Making a complaint

If someone is not happy with the service they have received, we want to know. Not only will it give us the opportunity to put things right for that person, it will help us learn how to do things differently in future.

Supporting People may receive two kinds of complaint:

- complaints about the Supporting People Team
- complaints about any of the organisations who provide support services on our behalf

### Complaints about Supporting People

Complaints about Supporting People are dealt with through Kirklees Council's complaints procedure – copies of the complaints leaflet are available on request.

Customers can make complaints in the way that suits them best – this can be in person, by phone, by letter, by email, using our complaints form or on the council's website at [www.kirklees.gov.uk/complaints](http://www.kirklees.gov.uk/complaints)

The procedure has three stages:

**Stage 1:** Informal – we aim to resolve these within 6 working days

**Stage 2:** Investigation by a senior council officer – we aim to give a written reply within 15 working days

**Stage 3:** Review by the council's Corporate Customer Standards Officer

If the complainant is still not happy they can contact the Local Government Ombudsman, whose details are included in our complaints leaflet.

### Complaints about our support providers

All of the organisations which we contract with to provide support services must have their own complaints policy as part of the contract.

If someone has a complaint about one of our support providers we will advise them to first contact the provider and use their complaints process. However, if they are not happy with how the complaint is dealt with or resolved they can contact Supporting People and we will review the case.

### Serious default

If a complainant raises concerns that could be classed as a serious default – for example if there is a threat to the health, safety or welfare of any of our service users – we will investigate this as quickly as possible, using the council's complaints procedure.

## Recording complaints

All complaints made to Supporting People, no matter how small, are recorded on the Supporting People complaints log. This ensures that we have records and a process to monitor that the complaints have been dealt with.

### For more information contact the Supporting People Team on:

Tel: 01484 221721  
Email: [supporting.people@kirklees.gov.uk](mailto:supporting.people@kirklees.gov.uk)  
Website: [www.kirklees.gov.uk/supportingpeople](http://www.kirklees.gov.uk/supportingpeople)

Or by post to: Supporting People Team  
4<sup>th</sup> Floor  
Oldgate House  
Huddersfield  
HD1 6QF