

Complaints and Appeals Policy

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To ensure that the service we provide matches your needs and your expectations, we welcome any comments you may care to make. As one of our service user's you are perfectly entitled to make representations or complaints at any time.

CHIZUK aims to ensure that most of our service user's problems are resolved quickly and amicably. However, we recognise that it is not always possible to solve problems informally and they therefore have a procedure through which complaints may be pursued.

In order that CHIZUK can operate fairly and efficiently, it is important that problems are dealt with in their appropriate order.

During every meeting or support session service users are reminded that should they have a complaint they discuss the problem with their support worker who will do his/her best to resolve the problem quickly to your satisfaction. If you feel unable to discuss the problem with your named support worker, or he/she is unable to solve the problem, you should speak to the Administrative Co-ordinator.

If possible, at this stage you should record your complaint in writing and give it to the Head of Outreach Work Department. You may wish to ask a friend or relative to write out the complaint for you which, if possible, you should then sign. Alternatively, the Head of Outreach Work Department will help you put your complaints into writing. She will then give you a copy so that you can agree that it is an accurate account and sign it.

When we receive a written complaint, we will acknowledge the receipt of the complaint within two working days and inform you of what steps we are taking to resolve it.

If there is no immediate solution, for example a simple apology, we will investigate your complaint fully, contacting all those concerned. We will then write to you with the details of our findings, any action we have taken, and proposals to resolve your complaint. We will normally aim to resolve any formal complaint within 10 working days however in more complex situations, we will respond within a maximum of twenty eight working days.

Registered Charity Number: 1055646 | info@chizuk.org.uk | www.chizuk.org.uk | 020 3674 6604
Address: 36 Fawcett Estate, Clapton Common, London, E5 9DG

If a satisfactory response is not received, you may contact: **The Chief Executive Officer.** Address: CHIZUK 36 Fawcett Estate, Clapton Common, London, E5 9DG. Tel: 020 3674 6604

In the event that you are still not satisfied with the way your complaint was dealt with, you can contact: **The Executive Committee, (NB Please address to the Chairman Private and Confidential)** (at the above address).

If after contacting the Committee you are nevertheless not satisfied with the response to your complaint, you may wish to contact: **Care Quality Commission (CQC) 151 Buckingham Palace Road London SW1W 9SZ Tel: 03000 616161**
<http://www.cqc.org.uk/onlinecomplaints>

The same procedure will be applied to complaints made by external agencies.

UNSUCCESSFUL APPLICANTS GUIDANCE ON APPEALS PROCESS

All unsuccessful applicants are provided with a written explanation within 5 working days. If you are unhappy with a decision then you may appeal the decision within one month of the decision being reached. All appeals will be considered at an appeals panel which will comprise of a minimum of three staff members, at least two of them senior staff members.

You will receive written details of the appeals process, who will be involved, where and when the appeal will take place. You will be given the opportunity to present your case personally and you may be accompanied by a friend or relative or other professional or advocate.

If at any stage in the proceedings you feel that your complaint is not being dealt with in a satisfactory manner, you can contact your local council or CQC (details as above).

Hackney Council
205 Morning Lane
London E9 6JX

Haringey Council
40 Cumberland Road
London N22 4S