

Complaints Policy

This policy covers complaints about DSN Staff wishing to make a complaint should refer to the Grievance Procedure.

Stage 1 - Informal Complaint

If you complain to a DSN member of staff the complaint will be dealt with by that person. They will record the complaint and the decision reached.

Within 15 working days the Team Leader will review the complaint and details of any actions taken and contact you to confirm that your complaint has been resolved.

If you are not happy, the information will be passed to the Executive of the relevant Service within DSN, who will review the complaint and contact you with a decision within 30 days.

You will then be informed that a Formal Complaints Procedure is available to you if you are not satisfied with the decision reached.

Stage 2 - Formal Complaint

(This may be instigated from the beginning at your request)

Please address complaints to:

The Chief Executive, 144 London Road, Northwich, Cheshire, CW9 5HH.

Telephone: 01606 47831

Textphone: 01606 350823

Fax: 01606 49456

Email: dsn@dsnonline.co.uk

Your complaint and the appropriate records will be given to the Chief Executive or Chair to investigate. If a formal investigation is required, it will be completed within 15 working days. A response to your complaint, in writing or on video / DVD, will be made available to you within 30 working days.

If you are still unhappy you can, within 30 days, refer your complaint to a Review Panel comprising of members of the DSN Council of Management at the above address. Within 20 working days a review panel of the Council of Management will meet and a final decision will be communicated to you within five working days.

The procedure does not prevent you from taking other appropriate action. At any stage during the process you have the right to contact your local Councillor, MP or Ombudsman. If appropriate, you may wish to refer your complaint to your local Supporting People team and Tenants of the Supported Living Service can contact the Commission for Social Care Inspection.

DSN has created this procedure to assist individuals who wish to make a complaint about DSN or any aspect of its service.

This procedure is open to all who receive a service or who apply for services. It is also open to others, such as carers who are looking after people in their own homes or elsewhere. These can be relatives, friends or neighbours. It includes anyone who wishes to complain on their behalf, including staff of DSN.

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Care Quality Commission (CQC)

North West Regional Office
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Tel: 03000 616161
Fax: 03000 616171

Supporting People – Cheshire East

2nd Floor
Town Hall
Macclesfield
SK10 1EA

Tel: 01625 383750
Email: spteam@cheshireeast.gov.uk

Supporting People – Cheshire West & Chester

Floor 2
Civic Way
Ellesmere Port
CH65 0BE

Tel: 0151 356 6461
Email: spteam@cheshirewestandchesterCouncil.gov.uk

Supporting People – Salford

2nd Floor
The Civic Centre
Swinton
Salford
M27 5BY

Tel: 0161 793 2220
Email: supporting.people@salford.gov.uk

- **Search for your local Councillor** www.councillor.gov.uk
- **Search for your local MP** www.locata.co.uk/commons