



**Physical and
Sensory
Impairment
Network**



volition
The voice of Leeds mental
health voluntary sector

Forum Central Complaints Policy

Scope of this policy

This policy covers any service delivered by Forum Central

Complaints

What to do if you're not happy with something

1. Background:

The Complaints and Appeal Procedure below is that of Forum Central. The purpose of the Forum's Partnership Board is to provide strategic direction to the Partnership including adopting, implementing and monitoring a range of policies including a Complaints Policy. For those using the services developed by Forum Central the Complaints Policy of the employer or Delivery Partner will take precedence in the first instance.

2. Introduction

Forum Central is committed to providing high quality services to local people. However, we acknowledge that there may be times when individuals and groups we come into contact with are dissatisfied. Accordingly we have a process through which they can issue a formal complaint or make an appeal against a decision.

Our policy is intended to help us resolve problems in a consistent way across the project and ensure that people's concerns are dealt with seriously, fairly and promptly. We aim to:

Make it easy for you to make a complaint or appeal;

Make sure you get a quick response;

Give you the right to a second opinion;

Keep you informed of our progress in dealing with your complaint or appeal.

Nobody who makes a complaint about any service delivered by Forum Central, or appeals against a decision that has been taken, will be treated unfavourably as a result. You have a right to tell us if something is wrong.

3. How to make a complaint or appeal

Our procedure has four steps.

Step 1 – Initial complaint to Delivery Partner

Think about who, or what, your complaint is about, and what outcome you would like to achieve. If it is about a service being delivered you should, in the first place, go to the employer or the person delivering the service and make your complaint using their

Complaints Procedure. If you are unable to resolve your problem using that route then go to Step 2 and use the Forum Central Complaints and Appeal Procedure.

Step 2 – Formal complaint to Forum Central

If you have a complaint the first step is to telephone the office and speak to the lead officer of the project. For Forum Central this is the PSI Volition Director. Alternatively please email Karen.pearse@forumcentral.org.uk or write to the PSI Volition Director and tell them about the nature of your complaint or appeal. We call this an “informal” complaint. If it is not possible to sort out your complaint or appeal immediately, we will contact you within 5 working days to explain what action is being taken.

Step 3 – Appeal against decision

If you are not satisfied with the answer you receive at this stage, you will need to complete and return the appeals form and send it to the Forum’s Partnership Board as detailed below. Your appeal will then be investigated and we will give you a full reply within 15 working days.

Step 4 – Escalation to Commissioners

The appeal stage is the final internal one as far as Forum Central is concerned. If you remain unhappy, you are entitled to contact our main funders, Leeds City Council Adult’s and Health, or Leeds Clinical Commissioning Group (telephone numbers below). You are, of course, entitled to do this directly without using our complaints procedure at all, although obviously we would encourage you to tell us first and allow us to try to resolve matters if you are unhappy.

Please send any written correspondence to:

Forum’s Partnership Board
24C Joseph's Well
Hanover Walk
Leeds LS3 1AB
Tel: 0113 244 1697/
Email: Karen.pearse@forumcentral.org.uk

Leeds City Council Adults and Health: 0113 2224405

Leeds Clinical Commissioning Group: 0113 8435470