



Complaint, Comment or a Compliment Procedure

**20 Whitehall Lane
Slade Green
Erith
Kent
DA8 2DH**

Making a Complaint, Comment or a Compliment

You have the right to receive a good level of service from us and we want to make sure our services are as good as possible in order to meet this requirement. You can help us to make these improvements by making a comment, complaint or compliment.

If you are particularly pleased or displeased with a member of staff or service or would like to make a suggestion, please let us know.

You will not be disadvantaged in any way by making a complaint or comment about the service.

You are encouraged to raise your complaint as soon as possible as a delay may make it difficult for us to investigate, especially it is more than a year after the event. However, each complaint will be considered individually.

You can contact the person from Inspire you have most contact with to let them know your views or you can contact the Chief Executive's Office.

Find out more

- **How to complain**
- **What happens next**
- **What can I expect from Inspire Community Trust?**
- **Can anyone else help me make a complaint?**
- **What happens if I am still dissatisfied?**

How to complain?

You may wish to tell the person you are dealing with or someone senior to them what the problem is. They will try to find a solution that everyone is happy with. Most problems are sorted out this way.

Alternatively, you can contact the Chief Executive's Office (who will help with your complaint) by telephone, email or letter, giving your full contact details, so that we can telephone you to discuss your concerns.

Our aim is to deal with these concerns flexibly and to meet the needs and wishes of the person making the complaint, and any others who may be involved.

Contact the Chief Executive

You can make a comment, complaint or compliment about Inspire Community Trust by completing Compliment Comments Complaints Form on our website.

Alternatively you can contact the Chief Executive's Office by post, telephone, fax or email by using the relevant contact details provided below.

Vinod Kumar Khanna
Chief Executive
Inspire Community Trust
20 Whitehall Lane
Slade Green
Kent DA8 2DH

Telephone Number: 0203 045 5100

E-mail: vinod.kumar@inspirecommunitytrust.org

What happens next?

- It may be that we can sort the problem out quickly without needing to do anything else.
- If that isn't possible, the Chief Executive will discuss with you a plan of action to deal with your concerns in the best way to achieve the best outcome/approach for all parties involved.
- We will then look into the complaint quickly and thoroughly and give you a detailed response.

What can I expect from Inspire?

- You can expect your complaint to be listened to, investigated fairly and responded to in accordance with the timescales on page 4.
- Throughout your complaint, the Chief Executive's Office will explain what will happen and they will keep in touch with you during their enquiries and tell you if there is a delay or if we need to change the way we are trying to resolve your complaint.

Can I complain on behalf of someone else?

- Yes, but we will need to be sure the service user agrees to you doing this and we will require their signed consent.

Can anyone else help me make a complaint?

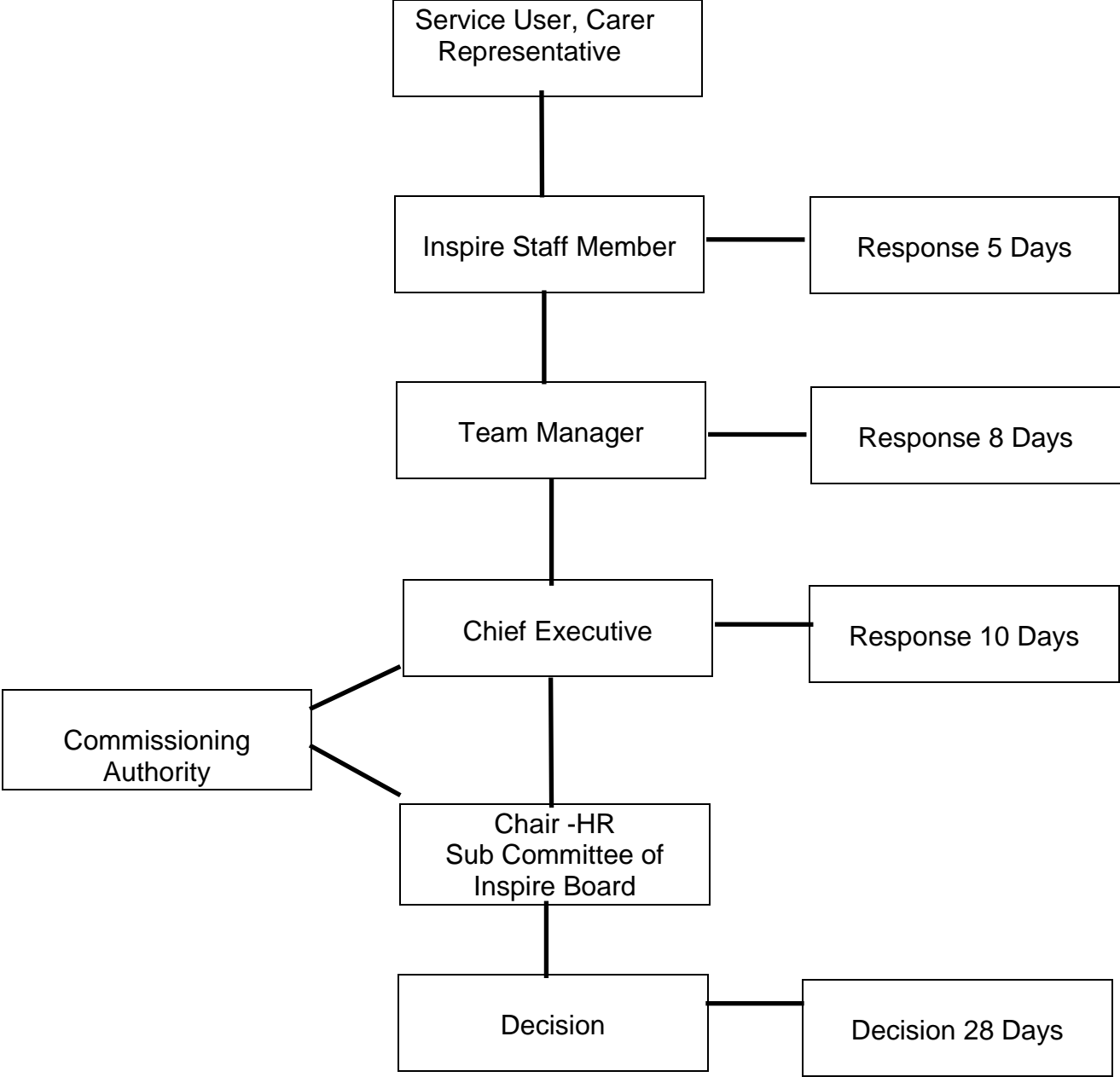
- Yes, you can ask someone else to explain the problem on your behalf. That person is what we call an advocate and could be a friend or relative.

What happens if I am still dissatisfied?

If the outcome has not resolved your complaint - in the first instance you may contact the Chair of Inspire Community Trust. The Chief Executive's Office can advise you how to contact the Chair.

However, if you are still dissatisfied you may wish to contact the Commissioning Authorities of our service for services that we provide on their behalf. The Chief Executive's Office can provide you further information for this.

**Inspire Community Trust
Complaints Procedure**



(The number of days refers to working days. It does not include weekends and bank Holidays)