

Further information, advice and support:

If you would like independent support or advice about making a complaint, the following organisations may be able to offer assistance.

Advonet



Unity Business Centre
26 Roundhay Road
Leeds LS7 1AB



www.advonet.org.uk



0113 244 0606

**Carers
Leeds**



6-8 The Headrow
Leeds LS1 6PT



info@carersleeds.org.uk



0113 380 4300

**Healthwatch
Leeds**



The Old Fire Station
Gipton Approach
Gipton
Leeds LS9 6NL



info@healthwatchleeds.co.uk



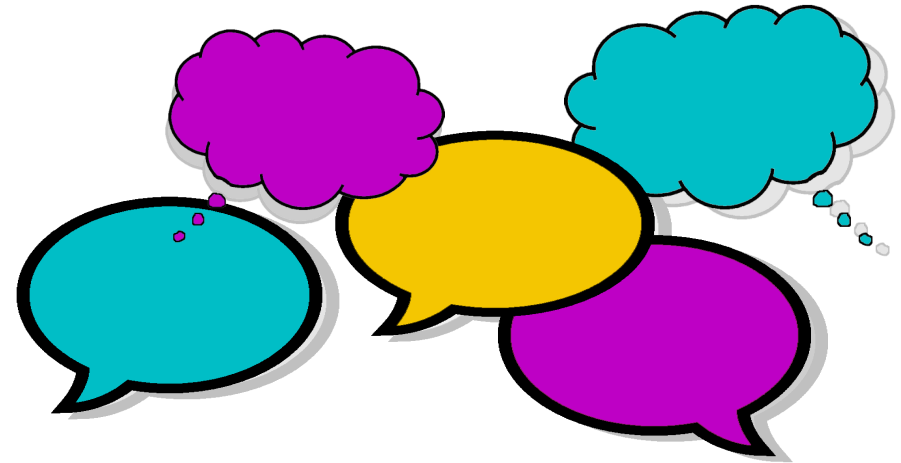
0113 898 0035

Aspire Community Benefit Society Ltd is a registered society in England and Wales under the Cooperative and Community Benefit Societies Act 2014. Registered number: 7062. HMRC charities reference Number: EW 36148. VAT number: 215 0549 36.

Registered Office: Unit 2 Westfield Chambers, Westfield Business Park,
Lower Wortley Road, Leeds LS12 4PX

Tell us what you think about Aspire's services

Comment, Compliment or Complaint?



Aspire is committed to providing the best possible service to adults with a learning disability in Leeds. Your comments, suggestions, compliments and complaints are important to us. Telling us about your experience helps us to learn and improve our services for all the people who use them.

aspire
Community Benefit Society



What is a comment, suggestion or compliment?

If you think we are doing something well then please let us know. We record all your comments, suggestions and compliments and pass them on to the service or person being complimented.



What is a complaint?

Although we try to offer the best possible service, sometimes things go wrong. The rest of this leaflet will tell you how to make a complaint and what you can expect from us.

We regard a complaint as any expression of dissatisfaction about a member of staff, or the standard of service provided to you by us, or on our behalf.

We aim to deal with complaints sensitively, taking into account the nature of the issue being raised. A complaint made verbally, and resolved within 24 hours to the complainant's satisfaction, will not go through the formal complaints procedure but will still be logged as a complaint.



This is a grumble rather than a complaint.

When you tell us that you are dissatisfied we will consider whether we believe we can resolve the issue quickly, without the need for a full investigation. If we think we can we may contact you to discuss this.

What if I'm still unhappy?
If, after a full investigation, you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Local Government and Social Care Ombudsman to review your complaint



The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH



0300 061 0614



complaints.socs@leeds.gov.uk



www.lgo.org.uk



CQC Yorkshire & Humberside
Citygate
Gallowgate
Newcastle upon Tyne NE1 1PA



enquiries@cqc.org.uk



www.cqc.org.uk



0300 0616 161

You may also wish to share your concerns with the Care Quality Commission who regular health and social care services:

What happens when I complain?

Our formal complaints procedure has two stages:

Stage One

We aim to resolve complaints quickly, so stage one complaints are usually investigated by the service involved.

If we cannot resolve your complaint at this stage we will explain why and tell you what you can do next.

We will acknowledge receipt of your complaint within 3 working days and tell you when you can expect to receive a response.

Stage Two

Stage two deals with complaints that:

We will talk to you about your complaint/concerns to gain an understanding of why you are dissatisfied. We will establish what you would like to happen as a result of your complaint and agree with you a timescale for action about the complaint.

- Have not been resolved through the stage one process, or
- Are regarding complex situations which need a more detailed investigation

We aim to respond in full to you within 15 working days of receiving your complaint. If we cannot, we will provide you with regular updates giving the reason for the delay and when you can expect to receive a response.

We aim to respond in full to your complaint within 15 working days. If it takes longer we will provide regular updates and tell you the reason for the delay.

What can I complain about?

Your complaint may relate to:

- the quality or suitability of the service provided;
- an unwelcome or disputed decision;
- delays in decision-making or the provision of a service;
- failure to deliver a service; or
- attitude or behaviour of staff.

There may be other things that you can complain about. If you're not sure, please talk to us about this.

Other complaints procedures.

Different procedures apply to the following types of complaints:

- allegations of fraud, theft or corruption by a member of staff - please write directly to the Chief Executive of Aspire Community Benefit Society;
- where legal proceedings are involved;
- complaints relating to employment issues are dealt with by our Resourcing Manager;
- complaints about Data Protection requests are dealt with by our Systems Manager or Information Compliance Manager and different timescales will apply;
- where there is an allegation of safeguarding issues the Local Authority's safeguarding procedures will take precedence and the complaint will be 'on hold' until those procedures have been concluded.

Who can complain?

Anyone coming into contact with Aspire can make a complaint.

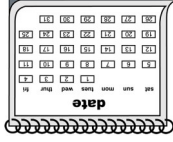
When you complain please tell us:

- your full name and address;
- how we can get in touch with you;
- as much as you can about the complaint;
- what went wrong and who was involved; and
- what you would like to happen to resolve the complaint.

If you would like a relative or friend to make a complaint on your behalf we will need your written consent to share information with them.

How long do I have to make a complaint?

Normally, you must make your complaint within one year of the event you want to complain about happening, or finding out that you have a reason to complain.



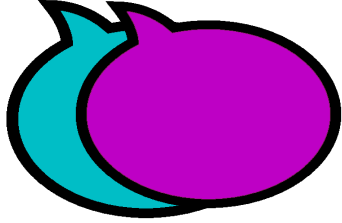
It is often easier to resolve your complaint if you raise it quickly and directly to the service concerned. Please talk to a member of staff at the service you are unhappy with as soon as possible.

In exceptional circumstances we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.





Who can I complain to?

There are a number of ways you can complain to Aspire:

- talk to any of our employees;
- use the form in this leaflet
- write to us, give us a call or email us using the details below:






Aspire CBS
Unit 2 Westfield Chambers
Westfield Court
Lower Wortley Road
Leeds LS12 4PX
info@aspirecbs.org.uk
www.aspirecbs.org.uk
0113 378 1919



You can also complain to Leeds City Council who commission our care and support services by contacting the Complaints Manager at:

Leeds City Council
Adult Social Care
PO Box 848
Complaints
Leeds LS1 9PQ
0113 222 4405
complaints.socs@leeds.gov.uk



This section is optional but, in order to provide a fair and equal service, it will help us if you tick the appropriate boxes.

What is your ethnic group?

White: English Irish Scottish Welsh

Other white background (please specify)

Mixed/multiple ethnic groups: White and Black Caribbean
 White and Black African White and Asian

Other mixed background (please specify)

Asian/Asian British: Indian Pakistani
 Bangladeshi Chinese

Other Asian background (please specify)

Black/Black British: Caribbean African

Other black background (please specify)

Other ethnic groups: Arab Gypsy/Traveller

Other ethnic group (please specify)

Gender Male Female

Disability Do you consider yourself to have a disability?

Yes No Prefer not to say

Religion What best describes your religion or beliefs?

Buddhist Christian Hindu Jewish
 Muslim Sikh None Prefer not to say

Other (please specify)

Sexual orientation

What best describes your sexual orientation?

Heterosexual/straight Lesbian/gay woman
 Gay man Bisexual Prefer not to say

Tell us what you think

I would like to make a (please tick):

Comment Suggestion
 Compliment Complaint

Name of service/location:

.....

Your name:

Your telephone number:

Your address:

.....

If you are complaining on behalf of someone else please complete their details below. If they are able, please ask them to sign to confirm they are aware of, and in agreement with, the complaint being made on their behalf.

Name:

Telephone number:

Address:

.....

I agree to

making this complaint on my behalf.

Signed

My/their complaint/compliment/comment/suggestion is:

The outcome I/they would like to see is:

Please return your completed form to:



Aspire CBS
Unit 2 Westfield Chambers
Westfield Business Park
Lower Wortley Road
Leeds
LS12 4PX