

Western Counselling

Complaints Procedure

This document sets out the Western Counselling code of practice for dealing with complaints.

It states:

- ◆ how to make a complaint
- ◆ the standards you can expect
- ◆ what we will do to put things right
- ◆ what you can do if you are unhappy with our response

The complaints procedures do not deal with matters of legal liability or compensation.

The procedures do not affect your right to make a formal complaint to an independent review body nor does it affect your right to seek compensation in law.

1. What sorts of complaints are covered?

Staff behaviour
Mistakes
Delays
Quality of treatment

2. Western Counselling standards of treatment

2.1 What kind of service can I expect?

In line with our mission statement and explicit objectives we are committed to providing a high quality service to all residents seeking treatment for alcohol and/or drug dependency as well as other related disorders.

3. How to complain

3.1 What should I do if I want to complain?

We aim to make our complaints procedure straightforward and easy to use.

Whenever possible you should try to resolve your complaint on the spot with the person concerned. If you are unable to do so you can speak to the Senior Counsellors, Jeanette Ward, Carol Kennedy or Director of Treatment, Alun Davies, who will ensure that your complaint is treated seriously and as a matter of priority.

You can complain:

- By speaking to one of the treatment team members,
- By phone
- In writing, by letter, email, or fax.

Please make it clear that you want the problem to be treated as a complaint

You can ask for assistance in drafting your complaint from any member of the treatment team or anyone else you choose.

3.2 What information do I need to give you?

It will help us deal with your complaint if you give as much background information as possible:

- The date and time of the incident
- The names of the person(s) concerned (either directly or indirectly)
- The precise nature of the incident(s)

4. How we handle complaints

4.1 Who will deal with my complaint?

The Director of Treatment will investigate your complaint and will send you a response, normally within 10 working days

4.2 How will my complaint be dealt with?

We will carry out a thorough investigation of your complaint. At all times we will be honest and fair in our dealings with you and ask you, in return, to do the same for us. If you complain we will:

- Treat you with tact, courtesy and fairness at all times
- Not treat you any differently because you have complained
- Not discriminate against you because of your colour, race, religion, age, sex or sexual orientation or because of any disability
- Acknowledge receipt of your complaint and tell you who is dealing with it
- Aim to respond within 10 working days and, if we can't, tell you why and let you know when we will reply in full
- If the complaint is upheld, apologise, tell you what went wrong and what we will do to put things right.

Complaints made with malicious intent will be handled with due consideration and the necessary action will be taken

4.2 What if I am not satisfied?

If you are unhappy with our response to your complaint, you can ask for it to be independently reconsidered on behalf of the project directors

5. Taking the matter further

5.1 If you are not satisfied with the decision reached by the Director of Treatment you can ask for the matter to be reviewed by the Managing Directors who may appoint an independent mediator who will aim to act as a fair and unbiased referee

If you are still not satisfied you are at liberty to take your complaint to your care worker or whoever is in charge of your treatment package, alternatively contact the Care Quality Commission, Colston 33, 33 Colston Avenue, Bristol BS1 4UA Tel: 0117 930 7110

Please tell us what you think of our service. We welcome all your comments whether they are complaints, compliments or suggestions. By letting us know what you think we can monitor our performance and continuously work to improve our service.

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