**If you would like to make a**

**Compliment or Complaint**

**You can**

* **Send us a letter;**
* **Tell your support worker what you want to say;**
* **Contact us over the phone on 0113 2739660 or by text on 07703 162364;**
* **By email to** **info@commlinks.co.uk****;**
* **Online at www.commlinks.co.uk;**
* **Use the slip provided with this leaflet.**

**The slip can be:**

* **returned to your support worker**
* **posted in the boxes provided at our hostels and office sites posted back to us LS7 3PD**Freepost RTCA-TUXU-YRYR **at the address shown**

**A full copy of our complaints procedure is available from any Community Links employee or from our website.**

**Links to webpages of external organisations you can contact if you are unhappy with our response can be found on the service page on our website**

**If you would like copies of this leaflet or would like it in a different format, please contact us at:**

Community Links

3 Limewood Way

Leeds

LS14 1AB

Tel: 0113 273 9660









[**www.commlinks.co.uk**](http://www.commlinks.co.uk)

 Follow us on Twitter @commlinksnorth

Find us on Facebook

[www.facebook.com/CommunityLinks](http://www.facebook.com/CommunityLinks)



**Compliments and Complaints**

**and how to make them**

* **We believe that being open to feedback will help us to improve our services.**
* **Please tell us when things go well and we will pass on your compliments to the relevant Community Links employee.**
* **Please tell us if you think we can improve the services we provide in any way.**
* **We will always try to respond in a positive and practical way that helps resolve the situation.**
* **If you have a complaint you can expect to be listened to carefully, taken seriously and treated with courtesy and respect by everyone in Community Links.**

**Complaints Procedure**

**Please note that any stage of the process you can be accompanied by a friend, carer or advocate. We can help you get in touch with someone to help and can provide interpreting facilities if required.**

**Stage 1**

* If you wish to make a complaint you can contact the Service Manager
* S/he will acknowledge your complaint within 5 working days.
* S/he will offer a time to meet with you to discuss your complaint, within 10 working days
* S/he will also talk to those concerned and gather as much information as possible.
* S/he will reply to you in writing within 10 working days of meeting or inform you if there is a delay.
* If you are unhappy with the result you can proceed to Stage 2.

**Stage 2**

* Write to/contact an Operational Manager or appropriate Director at Head Office who will acknowledge your complaint and offer to meet you to discuss why you are dissatisfied within the same timescales as stage 1.

*Community Links is part of the Inspire North Group*



* S/he will check that we have listened to you, understood your complaint and responded appropriately.
* S/he will reply to you in writing within 10 working days of meeting or inform you if there is a delay.
* If you are unhappy with the outcome you can proceed to stage 3.

**Stage 3**

* You need to write to/contact the Chief Executive or appropriate Director at Head Office who will acknowledge your complaint and offer to meet you to discuss why you are dissatisfied within the same timescales as stage 1.

*You can give us feedback as to how we handled your complaint by visiting our website*

[**www.commlinks.co.uk**](http://www.commlinks.co.uk)

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* The Chief Exec will either uphold the complaint and/or direct a different remedy to that decided upon at stage 1or 2; or confirm the previous decision.
* The Chief executive’s decision is final and you will be notified of their decision within 10 working days.

A record of all complaints will be kept for monitoring purposes.

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**Compliment and Complaint Slip**

You can use this form if you wish to make a complaint or compliment. You can hand it in at any Community Links office/service, or simply fold on the lines shown on the reverse of this page, staple or tape it together and post it to us. You do not need to affix a stamp.

I want to make a:

Compliment Complaint

|  |
| --- |
| Name: Title: (Mr, Mrs, Miss, Ms) |

|  |
| --- |
| Address: |

|  |
| --- |
| Phone Number(s): |

Please use the space below to tell us about your compliment or complaint. If you are making a complaint, please include as much information as possible about the issue and how you would like us to put things right.

If you are making the complaint for someone else, please remember to give us their name and address too:

|  |
| --- |
|  |

Freepost RTCA-TUXU-YRYR

Community Links

3 Limewood Way

LEEDS

LS14 1AB

 Fold here

 Fold here