

Caring, listening and supporting partnership



A charity supporting adults with learning disabilities to speak up



www.claspwokingham.org



What is this policy about?

A policy says how rules must be followed. It says what you need to do if you want to complain about CLASP.



What is a complaint?

A complaint is when you feel unhappy about a service and you want to tell us about it.

It could be a complaint about a staff member, a session you have attended, or something else.

You may be unhappy because:

- We do something in the wrong way.
- We do something that should not have been done.
- We do not do something that we should have done.



What else?

CLASP gives information about how to complain to all its members.

CLASP leaves information about how to complain in places where people can see it. For example, in the office and on the website.





How to make a complaint

Tell a member of staff or write your complaint in a letter or an email.

Telling a staff member face to face

- Do it as quickly as possible.
- If they can sort it out straight away, they will do. If they can't, they will take it to the CEO (Debs Morrison).
- If you are still unhappy, or if the complaint is about the CEO, put your complaint in writing.
- If the CEO cannot resolve the written complaint it will go to the Chair of Trustees
- The Trustees are told about complaints



Writing an email or a letter

You can send your letter to this address:



CLASP
Waterford House
Erfstadt Court
Wokingham
Berkshire
RG40 2YF

You can send your email to this address:

Email: admin@claspwokingham.org



What happens when you complain



- Your complaint will be investigated.
- A member of staff will reply within 5 weekdays of getting your complaint.
- CLASP will reply within 15 weekdays to explain what was decided. This is called the outcome.
- If it is a complicated complaint and more time is needed, you will get a letter explaining why. This letter will say when you will get a decision.

The complaint form

CLASP will fill out a special form with details of your complaint. The questions on the form ask:

1. The date you made the complaint.
2. Your name and contact details.
3. Name of the staff member who filled in the form.
4. What happened and why you have complained.

After the complaint has been investigated, staff will finish off the rest of the form. The final questions are:

1. How was the complaint sorted and what action was taken.
2. Names and date when the Trustees were told.
3. If the complaint was very serious, when were social services or the police told. What were their names.
4. The date when CLASP closed the complaint.



Anything else?



- All complaints are confidential.
- They will usually only be shared with the CEO and the Trustees.
- Sometimes CLASP might need to tell the staff team.
- This will only be if it is about the way CLASP works, or how a staff member has behaved.



- The Trustees check the complaints have been dealt with properly.
- They decide whether the matter is sorted, or if something else needs to be done to make things right.



- A record of all written complaints is kept.
- If your complaint is really serious, then outside organisations like social services or the police can inspect the complaints file.



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