

## What happens if I remain dissatisfied?

### The Local Government Ombudsman (LGO)

If you are still not satisfied with the outcome of our investigation you can complain to the LGO who provides a free independent service. You can contact the LGO Advice Team for information or advice, or to register your complaint.

Telephone: 0300 061 0614  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

The LGO will not usually investigate a complaint about us until we have had the opportunity to respond and resolve matters ourselves.

### Care Quality Commission (CQC)

You have a right to alert the CQC of any concerns or complaints you have. They are happy to receive information about our services at any time but cannot get involved in individual complaints.

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Telephone: 0300 061 6161.

Website:  
[www.cqc.org.uk/contactus.cfm](http://www.cqc.org.uk/contactus.cfm)

## Compliments and Complaints to:

### Services at East Court, Wookey

Julie Lilly—Register Manager  
East Court  
Doctors Hill, Wookey  
Wells  
Somerset  
BA5 1AR  
01749 673122  
[Julie.lilly@orchardvaletrust.org.uk](mailto:Julie.lilly@orchardvaletrust.org.uk)

### Services at Northcroft, Cheddar

Jacqui Redman -Registered Manager  
Northcroft, Barrows Road  
Cheddar  
Somerset  
BS27 3BD  
[Jacqui.redman@orchardvaletrust.org.uk](mailto:Jacqui.redman@orchardvaletrust.org.uk)  
Tel:- 01934 744734

### Services at St Chads

Paul Maggs—Manager  
St Chads,  
Withies Lane, Midsomer Norton  
Radstock  
Bath  
BA3 2JE  
01761 413173  
[Paul.maggs@orchardvaletrust.org.uk](mailto:Paul.maggs@orchardvaletrust.org.uk)

### Services at Ferndale, Shepton Mallet

Paul Maggs—Registered Manager  
Ferndale  
131 Whitsone Road, Shepton Mallet  
BA4 5PF  
01749 345885  
[Paul.maggs@orchardvaletrust.org.uk](mailto:Paul.maggs@orchardvaletrust.org.uk)

### Organisation Contact

Sarah Curnow—Operations Manager  
Email:  
[sarah.curnow@orchardvaletrust.org.uk](mailto:sarah.curnow@orchardvaletrust.org.uk)

Liz Page—Chief Executive  
Email: [liz.page@orchardvaletrust.org.uk](mailto:liz.page@orchardvaletrust.org.uk)

Both are based at the registered office  
Details are on the front of this leaflet



## Orchard Vale Trust

### Compliments and Complaints Procedure

### Orchard Vale Trust

Registered Office  
East Court  
Doctors Hill  
Wookey, Wells  
Somerset  
BA5 1AR

01749 671 706  
Charity Number: 326940  
[www.orchardvaletrust.org.uk](http://www.orchardvaletrust.org.uk)

## Why do we need a compliments and complaints procedure?

Orchard Vale Trust aims to provide a high-quality, responsive, user-led service and in order to do this, we need to take account of the views and wishes of those who use it. We welcome every opportunity to monitor and improve our service and having a “compliments and complaints” procedure is one way of doing it.

If you wish to comment about our service, whether positively or negatively, we will be pleased to hear from you. Don't be afraid that you may lose your service or that you will be thought of as a nuisance by complaining.

## Who can make compliment or complaint?

This procedure is for anyone who comes into contact with trustees, staff or volunteers from Orchard Vale Trust. This includes service users – carers and people with care needs – their families and friends, other voluntary groups, statutory agencies and any other member of the public.

Please note: We can only accept complaints from a representative on your behalf under certain conditions. You will need to have given your consent either verbally or in writing to a representative making a complaint on your behalf or we will need to establish that they are acting in your best interests before we can accept the complaint.

## What you can do?

We hope that the majority of concerns or complaints can be sorted out straight away with your support worker, Manager or the staff member you usually deal with. They will listen carefully to what you have to say and seek to either address the issue or explain to you why this cannot be done.

Alternatively, if you do not wish or are not able to sort the matter out informally, you may contact the appropriate Manager. You can make a comment or complaint to the Home Manager, Operations Manager or Chief Executive, either in person, by telephone, in writing or by email. **Their details are at the end of this leaflet.** A friend or relative can help you to do this if you wish, or you may prefer that a member of staff writes your views down for you.

The Manager will advise you what further action you need to take and provide information about local advocacy services.

If you make a complaint in person or on the telephone, the Manager will:

- make a written record of your complaint
- provide you with copy of the written record within three working days.

You will be asked to approve the contents of this report and to sign to indicate your agreement. Your complaint will normally be:

- acknowledged in writing within three working days
- responded to within 20 working days.

All complaints will be fully recorded and investigated by a person with sufficient seniority to resolve the issue.

Your complaint will be dealt with in the strictest confidence. However, if your complaint concerns a member of staff, the person concerned will normally be informed unless you specifically request otherwise, although this may limit the extent of further investigation.

You will be kept informed about the progress of our investigation or you can contact the Manager at any time for an update.

## What if I am not satisfied?

Following the investigation, if you are not happy with our response you are entitled to have your complaint reconsidered by a review panel consisting of at least two members of Orchard Vale Trust, one of whom will be a Trustee. You should contact the Manager within 20 working days of receiving our investigation response and request a review of the decision taken.

You will then be notified in writing with details of the time and place of the review meeting at least 10 working days beforehand, so that you may attend. You can be accompanied to this meeting by a friend or relative if you wish, or alternatively you may want your friend or relative to attend and speak on your behalf.

We will:

- acknowledge your request for a review within three working days
- carry out the review within 20 working days of receiving your request.

The review panel will let you know its decision and the reasons for it within 10 working days of carrying out the review. This is the final stage of our complaints procedure.

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