

## Five Lamps Complaints Procedure

### Statement of Intent

Five Lamps considers a complaint to be when a customer is not satisfied and/or finds any part of the services delivered by our staff to be unacceptable. Five Lamps aims to provide the local community with a high standard of service acceptable to all our customers. If we fail to do this we want to know about it. This will enable us to not only to resolve the specific problem, but prevent it from happening again. As a customer or a (parent, carer, family member or interested party of a service user) you have the right to make a complaint and have such complaints properly investigated and acted upon in a non-discriminatory, non-judgemental, manner.

This document sets out the procedures we will follow when we receive a complaint from customers of the service, an organisation or member of the public. It does not address complaints made by staff or volunteers as these are dealt with through the organisation's Grievance and Disciplinary procedures. In any event, Five Lamps will fully investigate all formal complaints. All such complaints will be treated seriously and confidentially. All steps will be taken to maintain confidentiality as far as is consistent with progressing the complaint. All complaints will be recorded for monitoring purposes.

### Stages of the complaints process

In the first instance please complain to the manager of the service you are accessing. In many instances it will be possible to resolve the problem immediately.



If the problem can't be resolved you then need to make a formal complaint to Five Lamps Quality Manager (Nichola Storr). You are asked to register any complaint within 3 months of the date you became aware, or ought reasonably to have become aware, of the subject of the complaint. However following the Financial Ombudsman Service guidelines we will investigate a complaint made within 6 years of the event or three years where the customer became aware of the complaint. You should do this by putting your complaint down in writing or requesting to make a verbal complaint. In both instances your complaint will be recorded for monitoring purposes.

You may register your complaint by writing to or telephoning the Quality Manager;  
Five Lamps, Eldon Street, Thornaby, Stockton-on-Tees. TS17 7DJ. Telephone 01642 608316.  
Email [complaints@fivelamps.org.uk](mailto:complaints@fivelamps.org.uk)

We will aim to give you a full reply within ten working days of the original receipt of your complaint. If a complaint is regarding any part of the service of a DWP funded programme we will contact the 'prime contractor' and we will follow their complaints guidance.



Where the matter cannot be resolved you are invited to appeal the matter to the Chief Executive of Five Lamps. The Chief Executive will provide a response within five working days. This is the final stage of Five Lamps complaints procedure.

Any comments or 'informal complaints' are also logged with their outcomes by the Quality Manager. All comments/'informal complaints' will be responded to within 10 working days. If the person making the complaint or comment does not want to go to the Quality Manager e.g. the complaint is about them they will be referred to the Director of Corporate Services.

Where a complaint relates to any of Five Lamps loans activity, if you are still unhappy with our response to that complaint you may take the matter to the Financial Ombudsman Service. The Financial Ombudsman Service is a free, independent and impartial service established by parliament to settle individual complaints between customers and businesses providing financial services. The Financial Ombudsman Service has official powers to sort out complaints between the customer and a financial business that they are unhappy with. The Financial Ombudsman Service looks at the facts, asks questions and decides what is fair and reasonable in each individual case. If they think that a business has treated a customer fairly they will tell them why, but if they agree that the businesses has done something wrong, they can order that business to put things right. The service is free to its customers.

If you complain to the Financial Ombudsman Service about the financial service delivered by Five Lamps we have 8 weeks to reach a resolution with you. If no agreed resolution is met then the Financial Ombudsman Service will investigate the complaint and inform you of what the resolution should be. The Financial Ombudsman Service permits a complaint to be registered within 6 years from the event or 3 years from when the customer became aware of the complaint. If you are still not happy with this outcome, you are free to go to a civil court instead.

The Financial Ombudsman Service can be contacted via the customer helpline on 0300 123 9123. They can also be reached via their website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk). Or a customer can write to them at, Financial Ombudsman Service, Exchange Tower. London. E14 9SR.

Where a complaint involves staff working on the Homecare project the following agencies may need to be consulted/involved when investigating the complaint:

Stockton Borough Council's Adult Social Services

NHS complaints

The Local Government Ombudsman

Care Quality Commissions

If a customer or their representative feels that they have to make persistent complaints, these will be investigated in a fair manner and will be escalated to the relevant director in the first instance and then the Chief Executive if an outcome to the complaint is not satisfactory to the complainant. If at this next stage the complainant is still not satisfied they have the right to ask for the complaint to be considered by the Local Government Ombudsman at:

Local Government Ombudsman

Beverley House

Shipton Road

York

YO3 6FX

### **Recording and Monitoring Complaints**

All complaints and their outcomes are logged by Five Lamps Quality Manager. All complaints will be kept on file. All complaints shall be treated confidentially. All steps will be taken to maintain confidentiality as far as is consistent with progressing the complaint. The complaints log will be kept by the Quality Manager.

The Complaints Procedure will be displayed in reception and made available if requested to all customers of the service, an organisation or member of the public.

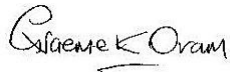
It will be reviewed annually or more often if deemed necessary and amended as appropriate.

### **Commendations**

If you are pleased with the service you receive or wish to comment on it to people who deliver it, we are always happy to hear from you. You can call 01642 608316 and ask to speak to the Quality Manager or e-mail [nicholastorr@fivelamps.org.uk](mailto:nicholastorr@fivelamps.org.uk) or write to the Quality Manager at:

Five Lamps  
Eldon Street  
Thornaby  
Stockton-On-Tees  
TS17 7DJ

**Date of Policy:** 13/9/2016



**Signature:**

**Designation:** Chief Executive