



## **Feedback and complaints about the Local Area Coordination Network's work, a member of staff or volunteer**

The Local Area Coordination Network is committed to constantly improving the service we provide. In order to achieve this, The Local Area Coordination Network will listen and respond to views and opinions expressed about any element of our work.

We listen to positive and negative feedback to help us reflect and learn to improve what we do.

We want to solve problems or concerns before they become serious if we can. We encourage everyone to talk about any problems to try to solve them informally. If that does not work then you can raise a formal complaint.

Everyone has a right to complain if they are unhappy with how The Local Area Coordination Network has worked or something we have done.

The Local Area Coordination Network promises to deal positively with complaints, carry out the necessary investigation and make any changes as necessary to meet the highest standards.

The Local Area Coordination Network is committed to making sure that making a complaint does not result in discrimination or have any negative effect on anyone's involvement or work together in the future

### **How to complain**

#### **Stage 1**

If you feel you cannot solve a problem informally then you can complain. You can do that in writing, by e mail or by phoning us. You can send that to the person you are in touch with or their manager.

All the contact details are on the website [www.lacnetwork.org](http://www.lacnetwork.org) or you can e mail [info@lacnetwork.org](mailto:info@lacnetwork.org) .

This is the first opportunity where we will try to resolve your complaint.

However we receive your complaint we will pass it onto the Manager responsible for the area of our work.

If your complaint is about a member of staff at The Local Area Coordination Network then it will be passed onto their Manager.

If your complaint is about the Chief Executive then it will be passed on to the Chair or Board of Directors.

We will reply within 3 working days to say we have your complaint and how we are going to investigate it.

The Manager will investigate the issues you raise to see what we did and why. They will decide if The Local Area Coordination Network did not do the right thing and look to see what The Local Area Coordination Network can do to put anything right or do better in the future. This could include meeting or talking with you if you agree.

The Manager will write to you telling you the outcome of the investigation and what they will do next.

We will try to finish this investigation within 20 working days at the most.

## **Stage 2**

If you are unhappy with the response you have had then you can ask for a review by the Chief Executive.

The Chief Executive will look at the investigation and your complaint and why you are still unhappy. They will do that review within 20 working days. They will talk to you or meet with you to go through it if you want to.

They will write to you with what they decide from the review.

## **Stage 3**

If after the review you are still unhappy with how The Local Area Coordination Network has dealt with your complaint or is working you can take the issue to the Board of Directors. You must do this within 4 weeks of getting the information from the Chief Executive review.

They will tell you who from the Board is dealing with it. The board members will look at what was done in stage 1 and stage 2. They will decide if they think the decisions were right or not and if The Local Area Coordination Network should do anything else or the complaint is closed.

They will do this within 4 weeks of receiving the complaint.

## **Timescales**

If for any reason we cannot do any stage in the set timescale we will let you know, explain why and when we hope to finish it.

The Local Area Coordination Network is a small organisation so there are not a lot of layers of management. We will try to still give a review and final review of complaints when the Chief Executive is involved for example by different Directors taking on different stages.