

Complaints Procedure

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Introduction

skypeople always aim to provide a high standard of care in all our services.

Our customers' views are important to us, so if you are unhappy with any of our services it is important that you let us know. If a complaint alerts us to possible abuse or neglect, we will tell the safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes.

Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion. If the suggestion is something that **skypeople** as a company needs to consider you may wish to speak to any **skypeople** manager or you can send it to the Compliance Manager.

Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence. **skypeople** assures customers that it will not withdraw or reduce services because someone makes a complaint in good faith.

Who can complain?

Anyone affected by the way **skypeople** provides services can make a complaint. A representative may complain for the affected person if they cannot make a complaint themselves for a valid reason as explained and agreed with **skypeople**.

How to make a complaint

You can complain in person, by telephone, through a member of our staff, through an advocate or representative. Where someone complains orally, we will make a written record and provide a copy of it within 5 working days.

Anonymous complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

Responsibility

The Compliance Manager has responsibility for dealing with all complaints made about **skypeople** service. We will provide as far as is reasonably practically possible any help you need to understand the complaints procedure and/or advice on where you may get that help.

How we handle complaints

The Compliance Manager may ask one of the **skypeople** managers to investigate the complaint. That person will be of sufficient understanding and have enough experience to deal with the issues raised by the complaint.

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We will acknowledge a complaint within **5 working days** and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within **28 working days** unless we agree a different time scale with you. When we have finished investigating, we will write to you with the details of the findings, any action we have taken and our proposals to resolve your complaint. You will also have the right to appeal against any complaint by utilising our Appeals process.

Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact the Compliance Manager on kim@skypepeople.co.uk

Once we have dealt with your complaint, if you are not happy with the outcome (for Apprenticeship related complaints) you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free independent service. You can contact the LGO at:

Tel: 0300 061 0614 Website: www.lgo.org.uk

NB: The LGO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

If your complaint is still unresolved to your satisfaction and about any UK CAA compliant training or CCA you would refer your complaint to the CAA directly for details on how to complain, please see Website: www.caa.co.uk