

Easy Read Comments, Compliments and Complaints Policy



Comments

We want to know if you have any ideas about how we can improve Space Inclusive.



Compliments

We would love to hear when we have done something well. This is called giving us a compliment.



Complaints

If you are unhappy with the service you receive from Space Inclusive we want you to let us know. Sometimes a problem can be sorted just by speaking to a staff member at your site or speaking to a staff member at Head Office.

A comment, compliment or complaint can be made:



by telephone, in writing,



online, by e-mail, or in



person.



Landline: 0115 837 0693 and ask to speak to our Office Manager.



Online: via our website www.spaceinclusive.co.uk/feedback. Or by using social media, sending a tweet to @SpaceInclusive



Via E-mail: Office@spaceinclusive.co.uk



In writing to: Space Inclusive Ltd

20 Pelham Road

Nottingham

NG5 1AP



Comments

If you have any ideas about how to improve our service we want you to tell us.

You can use the compliments and comments form, and place this in the compliments and complaints box at your service

We will give you feedback on whether we can put your comments into practice.



Compliments

If you want to tell us that we have done something well, you can speak to a member of staff, Manager, or contact our Head Office.

You can do this by:



-Speaking to staff



-Completing a Compliments and comments form



-Sending an email



-Completing the webform at
www.spaceinclusive.co.uk/feedback

If you need an audio version of this guide or need it in another language, contact the Head Office.





Complaints

Making a complaint

If you feel comfortable, we would firstly like you to talk to a member of staff to help you to solve your problem. If you feel you cannot talk to the staff at Space Inclusive or you are still unhappy then you can go to *Stage 1*.

When you make a complaint we will:

- Treat your complaint seriously and treat you fairly
- Keep your complaint private
- Keep you updated about your complaint
- Respond to your complaint in writing

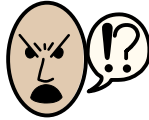
Who can help you make a complaint?



You can ask anyone to help with your complaint at any stage, this could be:

- Your support worker
- A friend
- A member of your family
- An advocate- this is someone who can speak for you if you need or want some help
- We can help you to find some specialist support to help with your complaint.

How to make a complaint:



Stage 1:

You can complete a complaints form or speak to a member of your support team or a building manager. Or you can contact the Head Office who will ask a Director to look at your complaint.

We will talk to you about how long your complaint will take to solve and we will send you a response.

If you feel your complaint has not been resolved we can explain how you can go to **Stage 2**.

Stage 2:



If you are still unhappy.

If you feel your complaint has not been looked at properly and think the Directors should look into it again, contact the Head Office who will help you. You have 14 days to do this.

If you feel the response still hasn't been resolved, we can explain how you can go to **Stage 3**.

Stage 3:



If you are still unhappy.

The Directors will arrange an independent panel of 3 people for a Review Panel Hearing to help resolve your complaint at Stage 3.

The panel will look at why you are still unhappy with your complaint and may be able to help you.

They may ask to meet you or ask for more information before they look into your complaint.

If the Panel decide to look into your complaint they will respond within 28 days.

Their decision is final but you can complain outside of Space Inclusive.

Who can help you with your complaint?



If you are still unhappy with the response from Space Inclusive you can contact the Local Government Ombudsman who are a team of people who can look into complaints about councils and other services providing social care and support for adults.



Phone: 0300 061 0614



Website: www.lgo.org.uk



Write to: Local Government and Social Care Ombudsman

PO Box 4771

Coventry

CV4 0EH

If you feel unable to contact Space Inclusive about your complaint you can also speak to your Care Manager through the Local Authority.

You can also talk to your Care Quality Commission Office (CQC)



Phone: 03000 616161



Email: enquiries@cqc.org.uk



Write to: CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle Upon Tyne

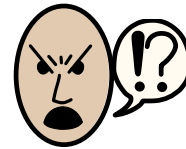
NE1 4SD

Recording



Space Inclusive Ltd will keep an archived copy of all complaints, regardless of the current status of the client, for a period of 8 years. After this, all files will be destroyed.

Complaints Form



Please tell us about your complaint or anything about the service that you are unhappy with:

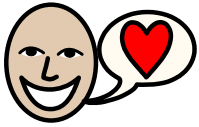
Name:

Date:

You can give this form to a member of staff or send it to the Head Office.

Space Inclusive Ltd, 20 Pelham Road, Nottingham, NG5 1AP

Alternatively, you can speak to a staff member or complete the online comments, compliments and complaints form found at www.spaceinclusive.co.uk/feedback



Compliments and Comments Form



Please tell us about any good things that have happened at Space Inclusive for you, or any comments about ways we can improve Space Inclusive:

Name:

Date:

You can give this form to a member of staff or send it to the Head Office.

Space Inclusive Ltd, 20 Pelham Road, Nottingham, NG5 1AP

Alternatively, you can speak to a staff member or complete the online comments, compliments and complaints form found at www.spaceinclusive.co.uk/feedback