

Compliments, Concerns and Complaints

How to provide feedback about the Trust

We actively encourage people to make comments and, if appropriate, complain about aspects of the service we provide. This leaflet explains more about how you can do this.

What is a Compliment?

We welcome and encourage you to tell us if we have done something well. We monitor your compliments and seek to learn from good practice and what people tell us is important to them.

What is an informal Concern?

A concern usually refers to an issue someone may want to raise informally. You may want to make us aware of something that you feel we could improve or do better.

What is a formal Complaint?

A complaint is a **formal** way for you to register your dissatisfaction about a behaviour, conditions or situation. This will be independently investigated by someone within Trust.

Please note: reporting or requesting a repair at your property is not a complaint and you should follow the procedure for reporting maintenance jobs. If you are not happy with the response time or quality of maintenance work undertaken, only then could this be registered as a Concern or Complaint.

How to resolve your concerns or problems informally

Where possible, we encourage you to raise **concerns** directly with the staff members involved in the service you or someone you represent is accessing. They will aim to resolve this within 5 working days.

Concerns may be raised verbally, in involvement meetings, in writing, by using the attached form or via email at concerns@sjmt.org.uk. We will always acknowledge receipt of your concern and we will keep you informed of any outcome.

How to resolve your concerns or problems formally

A formal complaint may be made in writing, verbally (over the telephone or face to face) or via email to any member of staff. Formal Complaints can be raised anonymously or via a third person 'advocating' on the resident/clients behalf, but please be aware that anonymous complaints may be difficult to fully investigate.

The Trust recognises the important role provided by advocacy services in assisting residents/clients through the complaints process and will ensure that you are made aware of how to contact a local advocacy service.

We will write to you acknowledging your complaint within 3 working days. We aim to complete a full investigation within 20 working days. If you are not satisfied with the outcome of the investigation, you will be informed about how you can appeal.

If your complaint is about the Chief Executive, you may send this directly to the Chair of Trustees chair@sjmt.org.uk

Compliment, Concerns and Complaints Feedback Form

We welcome any comments regarding the quality of service you have received from the Trust.

Please tick one of the following to indicate which area your comments fall into:-

I want to make a COMPLIMENT	
I want to raise a CONCERN	
I want to make a COMPLAINT	
Please provide details of your compliment, concern or complaint:	
If this is a CONCERN or COMPLAINT, what solution would you like to see happen as a result?	

Your name: _____

Date: _____

Are you a: resident relative/carer other _____

Your address: _____

Postcode: _____

Telephone Number: _____

Email: _____

Please send your completed form to the relevant Manager, or Head Office marked FAO: : Head of Central Services, Sir Josiah Mason Trust, Mason Court, Hillborough Road, Solihull, B27 6PF. Alternatively, you can call Head Office on 0121 245 1002 and they will complete the form over the phone with you. Please feel free to use a continuation sheet if required.

ACKNOWLEDGEMENT OF YOUR FEEDBACK: If you hand this form to a member of staff, they should complete this part of the form and hand this back to you as a receipt.

Received from _____ Received by _____

Date: ___/___/___ Summary of feedback: _____