



# Complaints Procedure

## Introduction

- The Chinese Association of Tower Hamlets is committed to the provision of quality community services in accordance with the needs and expectations of its members/service users.
- The Association recognises the value of service user's opinion and its contribution to the processes of policy formulation and service delivery.

## Objectives

The Association aims:

- To provide the service users with the best possible service.
- To provide the service users with an effective and efficient means of resolving dissatisfaction with the services provided by the Association.
- To provide a clear procedure for dealing with complaints.
- To deal with complaints in Chinese or English.
- To review complaints procedures with a view to learning from our mistakes and ascertaining ways to improve our services to meet the needs of the service users.
- To provide a way of rectifying injustice whenever possible.
- To provide a way of monitoring information on service user's complaints and ways of reviewing the service.

## Definition of a Complaint

**"An expression of dissatisfaction with a service which requires a response."**

## How to make a complaint?

You can make a formal complaint by:

### 1. Phone or Email

You can make your complaint by calling 020 7515 5598 / 07931 303 878 and ask to speak to the General Manager or the Nominated Individual. Alternatively, you may make a complaint via email at: londonchinese@hotmail.com

### 2. Letter

If you would like to make a complaint in writing, please send a letter to the Association's General Manager or the Nominated Individual or any of the Association's elected Committee Members at: CATH, 680 Commercial Road, London E14 7HA.

## Responding to complaints (Stage 1)

The Association's General Manager or the Nominated Individual will acknowledge the receipt of complaints within 5 working days and respond to the complaint in full within 15 working days. Where it will not be possible to respond in full within this period, due to the need to conduct

internal enquiries, the complainant should be informed of that situation within 15 days, and every 5 days thereafter, and the performance will be monitored on a regular basis.

## **Responding to complaints (Stage 2)**

If it is not possible to resolve a complaint by the General Manager or the Nominated Individual the matter will be referred directly to the attention of the Association's Management Committee, once again within a period of 15 days.

In cases where the complainant continues to be dissatisfied he/she will be informed of his/her right to refer the complaint to the local council (if the care is funded or arranged by a local council). To find out which local council is responsible, please access the link below:-

<https://www.gov.uk/find-local-council>

If you are still unhappy with the response, you can make a complaint to the Local Government and Social Care Ombudsman. The Local Government and Social Care Ombudsman can investigate complaints about all adult care services, whether they are paid for by a council or by someone with their own money.

You may also wish to inform the Care Quality Commission (CQC) about your experience by accessing the link below:-

<https://www.cqc.org.uk/give-feedback-on-care>

## **Monitoring and reviewing**

The General Manager and the Nominated Individual will be accountable to the Chairperson of the Association for monitoring the efficiency of the system.

The General Manager and the Association's Management Committee will be responsible for reviewing and amending the procedure as necessary.

Reviewed on: 12<sup>th</sup> March 2022

Next Review Date: April 2023