



The Welbeloved Club

Complaints Policy

Introduction

The Welbeloved Club is a small charity entirely run for the benefit of its members by volunteers. All the volunteers, managers and trustees involved with The Welbeloved Club always aim to provide a high standard of care in all our services.

The views of our members and volunteers are important to us and help to ensure our services are consistently meeting people's needs. 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 Council's adult safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes.

This complaints policy should be read in conjunction with the 'Code of Conduct' below:

Code of Conduct

- **The Welbeloved Club**
 - The Management Team and/or Trustees must ensure that any volunteer drivers have completed a DBS or be known to be trustworthy
 - Personal details of any volunteers must be available to the Management Team and/or Trustees on demand and these kept safely
 - The Management Team will store members personal details safely and only give personal details of members to those volunteers that will be driving said members

- **The Welbeloved Club volunteers**
 - All volunteers are expected to be polite and courteous to our members
 - All volunteers must keep any member or volunteer personal information confidential (i.e. address, phone number etc)
 - All volunteers must ensure safe disposal of all personal information
 - Volunteers can support a member with a guiding hand but cannot use physical intervention to help members into or out of the hall, chair, toilet or transport
 - Volunteers must report any relevant incidents to the Operations Manager of The Welbeloved Club as soon as it is practicable to do so

- **Welbeloved Members**
 - Members are expected to be polite and courteous to our volunteers
 - Members should cancel their seat for lunch and/or transport if not attending the lunch
 - Members must be physically able to access the hall, chair, toilet or transport without the physical intervention from one of our volunteers

The Welbeloved Club has the right to cancel membership to the club or remove volunteers from at any time if a complaint has been received.

Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make suggestions by:

- Contacting Jo Sydes, the Operations Manager of The Welbeloved Club: jo@thewelbelovedclub.com
- Using a suggestion box, normally available during the monthly lunch.
- Ad hoc questionnaires being sent to members and volunteers
- If the suggestion is something that The Welbeloved Club as a whole need to consider you can email our board of Trustees: philip.deeks@hotmail.co.uk

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.
- The Welbeloved Club assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

Who can complain?

Anyone affected by the way The Welbeloved Club provides services can make a complaint.

A representative may complain about the affected person if they:

- cannot make a complaint themselves e.g. in person, or due to medical condition, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How you can make a complaint via the Operations Manager

You can complain:

- in person
- by telephone
- to a member of the Management Committee or Trustee
- through an advocate or representative
- by letter
- by email

Where someone complains orally, there will be a written record of the discussion, and we will seek confirmation from the individual that this record was a true representation of the complaint.

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 Operations Manager has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

Procedure

In the first instance complaints may be dealt with informally, however if they can not be resolved in this way or the complaint requires a more formal approach, then the Operations Manager will refer the case.

How we handle complaints

The Operations Manager at The Welbeloved Club may ask one of the trustees to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint 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 notify you of a different time scale.

When we have finished investigating, we will arrange to speak to you or meet with you to discuss the outcome, and may write to you, with:

- details of the findings.
- any action we have taken; and
- our proposals to resolve your complaint.

Ultimately, The Welbeloved Club has the right to cancel membership to the club or remove volunteers from at any time if a complaint has been received relating to a breach of our 'Code of Conduct'.

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 one month 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. We reserve the right not to handle complaints outside of these timeframes.

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 Welbeloved Club's Operations Manager and request for your complaint to be addressed by the board of Trustees.

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government and Social Care Ombudsman (LGSCO) and ask for it to be reviewed. The LGSCO provides a free independent service.

You can contact the Ombudsman at:

Tel: 0300 061 0614

Website: www.lgo.org.uk

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

This Complaints Policy was adopted on 1/7/2020

Reviewed on 1/11/2023

Signed by Chair of Trustees, on behalf of The Welbeloved Club



A handwritten signature in blue ink, consisting of stylized, cursive letters, positioned above a horizontal line.