

# Gloucestershire Local Involvement Networks (LINKs)

## How the LINK deals with complaints



Information on how the Gloucestershire LINK deals with a complaint.

### **What happens next after a complaint has been made?**



There are two stages of what happens next when a complaint has been made. Each stage is divided in different parts, called steps.





## Stage One



### Step 1



The Host organisation (GRCC) will record the complaint. The person who sent it will be written a letter to tell them that the complaint has been received. The complaint will be passed on to selected representatives of the Governance Group.



### Step 2



The selected representatives make a decision if there should be an investigation. It will be agreed how long this should take.

If the complaint is about a member, they will be informed and can tell their opinion and view of the case. This can happen in a letter or in a meeting.

A full check of the situation of the complaint will be made by the selected representatives, supported by the Host organisation (GRCC).



**A written report of all events will be kept.**





### Step3



The person who complained will get a letter within 20 working days. This will be with a service called recorded delivery, to make sure that the letter arrives and will be given to the person directly.



The member who has been complained about will get a letter too, telling the actions that have been agreed by the Stewardship Board.



### Stage 2



If the person who complained is not satisfied and unhappy with the decision the Stewardship Board made, an independent supporter can be offered.

This supporter can help the person who made the complaint to try and get a better result.

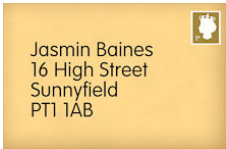




## Some more information for when you make a complaint:



**When making a complaint by letter you should include:**



Your name and contact details



Who or what has caused your worries



When and where the event happened



What outcomes you would like to have





Any other information you feel is important



**You should also keep correct records of:**



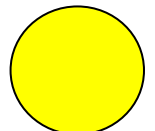
Telephone calls to do with the complaint; who you spoke to, when, and what the calls were about

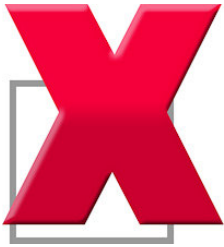


All your papers and letters to do with the complaint



Details of any visits or meetings





**The Gloucestershire LINK Complaints Policy does NOT cover:**



Complaints about the National Health Service or the Social Services.

These should be dealt with through their own complaints procedure.



Complaints about an issue that is already being investigated.

These complaints will not be investigated until the previous process has finished.



Complaints that are looked at and investigated by a court.

