

Feedback Policy

How to complain or comment about
The Advocacy Project



Easy Read

About this policy

Feedback Policy

The name of this policy is the Feedback Policy.



This policy is about you telling us what you think about The Advocacy Project.

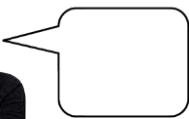


We need to know what you think about The Advocacy Project to help us learn.



The deputy CEO must make sure our staff do what this policy says.

Contents



Why your feedback is important 5



How to contact The Advocacy Project 6



How to tell us what we have done well 8



How to tell us if you are unhappy about something we have done 9



Stage 1 - Tell staff why you are unhappy 12



Stage 2 - Tell a manager why you are unhappy 12



Stage 3 - Tell a senior manager why
you are unhappy 13



Stage 4 - Appeal 15

Chief Executive Officer



Making a formal complaint 16



We have made this booklet to be read
by most screen readers.



As this is an easy read booklet, each
sentence has pictures that help.



Why your feedback is important



Happy

We want you to be happy with everything we do.



We want to know what we are doing well.



We want to know what we could do better.



We want to know what we are not doing well.



We want to learn how to do things better.



We want you to tell us what you think.
You can tell us your feedback in a way
that is easy for you.



How to give feedback to The Advocacy Project



We want to make it as easy as possible
for you to speak to us.



You can:

- Telephone us -
020 8969 3000



- Write to us -
The Advocacy Project, c/o SEIDs
Hub, Empire Way, Wembley HA9 0RJ



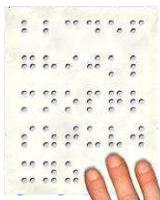
- Email us -
HR@advocacyproject.org.uk



- Use our website - www.advocacyproject.org.uk/contact/



- Use audio tape or CD



- Use braille



We can make sure you have support if you need extra help to talk to us with:



- A British Sign Language interpreter



- A Makaton communicator



- An independent advocate



Please let us know if you need another form of communication.



All information about your feedback is covered under the Data Protection Act and we will keep your information safe.



How to tell us we have done something well



It's important our staff know when they are doing a good job.



We will get back to you in 3 days after you contact us.



We will tell staff about your feedback.



How to tell us you are unhappy about something we have done



Complaint

Telling us you are unhappy about something we have done is called a complaint.



Please tell us you are unhappy with something we have done within 12 months of it happening.

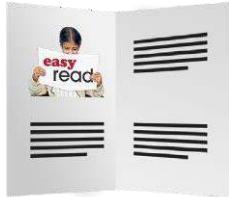


You will always be treated fairly and carefully.



You can make a complaint by:

- Talking to us



- Using an easy read form



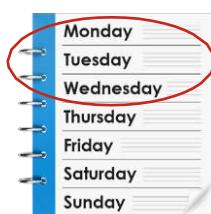
- Using the feedback form



We can support you to speak up and tell us if you are unhappy.



We can provide an advocate to help you speak up or a translator if you do not speak English.



We will get back to you in 3 working days.



We will always:
1. Listen to you



2. Think about what you have said



3. Find out what happened



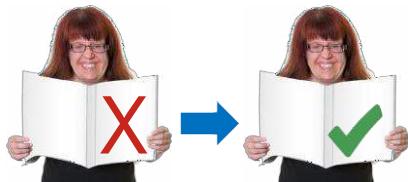
4. Take action



We will give you a written record of what you said in a way that is best for you.



This can be written text, plain English or easy read.



You can ask us to change the written record if you think it is not right.



There are three stages to making a complaint.



Complaint

Stage 1 - Tell staff why you are unhappy



Please tell the member of staff you are working with why you are unhappy.

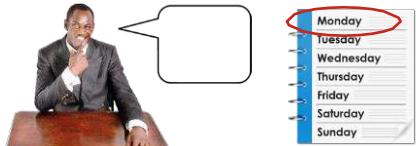


They will try to put things right or tell you who the best person is to speak to.



You can tell a manager if the member of staff cannot put things right or you are still unhappy.

Stage 2 - Tell a manager why you are unhappy



The manager will get back to you within 1 working day.



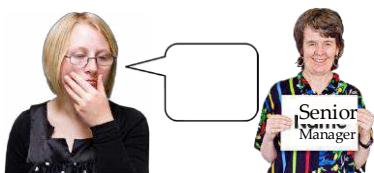
The manager will get back to you within 14 working days to tell you what they have found and what they will do about it.



We will say sorry and try to change things to put things right.



We will ask you what you would like us to do.



You can tell a senior manager if you are still unhappy.



Stage 3 - Tell a senior manager why you are unhappy



Please let us know that you want a senior manager to hear your complaint within 20 working days after you got the letter from the manager.



We will ask you:

- Why you are still unhappy



- What you think we should do to put things right



The senior manager will:

- Look at your complaint



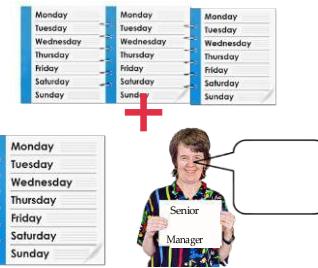
- Look at what the member of staff and manager did about your complaint



- Check that the member of staff and manager looked at all the information about your complaint



The senior manager will try to let you know what they have found within 14 working days.



The senior manager will let you know if they think it will take longer.



Chief Executive Officer

You have the right to talk to The Advocacy Project's chief executive if you are still unhappy. This is called an appeal.



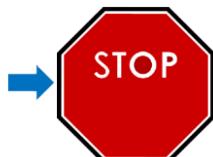
Stage 4 - Appeal



Chair of the Board

You can talk to the chair of the board of trustees if your complaint is about The Advocacy Project chief executive.

The chief executive or chair of the board of trustees will ask a group of people to meet and talk about your complaint. This is called an appeal group.



What the appeal group decide will be final.



The appeal group will let you know what they think about your complaint very soon after the appeal meeting.



Making a formal complaint about The Advocacy Project to a government department



Some very serious complaints can be made to the Charity Commission.

Please check the sort of complaints the Charity Commission will listen to if you want to make a serious complaint about The Advocacy Project to the Charity Commission.



You can find out more about the sort of complaints the Charity Commission will listen to on their website.
www.charitycommission.gov.uk

You can complain to the commissioner of service if you are complaining about a service that is funded by a local authority or the NHS.



We will explain to you in the letter we send you after the appeal how you can do this.