



If you need to complain...
...we need to listen

Livability's complaints procedure explained

Livability is committed to providing highly professional services. To us, the most important things are the safety, health and well-being of the people we work with. For this reason, we place a lot of emphasis on our complaints procedure.

How to complain

This booklet tells you how to make a complaint, and what to expect from us if you do. If you would like more information, you can ask to see the Livability complaints procedure, which is available in every Livability workplace.

If you have a complaint about the way someone has been treated you need to tell us about it right away. We will act promptly. We may deal with it differently from the process described in this booklet, possibly by using our protection procedure, which you can ask to see.

You can complain any way you want

- *In person*
- *in writing - by letter or e-mail*
- *by phone*

You don't have to give us your name.

You can complain to a specific person...

... though we think it is best if you complain to somebody in the service, school or college that you are involved with, preferably a manager. This is because we find that most problems can be sorted out by the people who work there, and if they can't sort them out, then the information provided by local staff will help a more senior person make the right decisions.

If you are not happy about something but don't want to make a complaint, it is helpful if you still tell us so we can do something about it. We will record your comments and ensure that a senior person sees them.

If you don't want to speak to someone who works in the Livability workplace you are involved with, for whatever reason, there are other people you can contact:

- *Livability Complaints Receiver at our Central Office.*
You can send a complaint directly to this person who will make sure it is passed to a relevant senior manager.
- *Trustees.* As Livability is a registered charity we have Trustees who govern our activities.
- *Regulators/Inspectors.* Organisations that regulate and inspect Livability include: the local Social Services, the Care Quality Commission (CQC), your Local Education Authority (LEA) or the local Learning and Skills Council (LSC). Ofsted don't deal with individual complaints.

Once a complaint has been fully dealt with by Livability, if the complainant is not satisfied with the outcome they can refer their complaint to the Local Government Ombudsmen (LGO) and ask for it to be reviewed. The LGO provides a free, independent service. The LGO advice team can be contacted for information and advice, or to register your complaint:

LGO telephone: 0300 0610614 [Email: advice@lgo.org.uk](mailto:advice@lgo.org.uk)

Website: www.lgo.org.uk

Contact addresses for some of these are on the last page of this booklet.

How we will deal with your complaint

We will write down your complaint when you first tell us about it and give you our initial response – what we are going to do about it. If you are unhappy with this you should let us know. If our initial response doesn't satisfy you we will tell a more senior person and write to you within three working days to tell you how we'll investigate it further.

We will write to you with our findings. We'll also tell you what we plan to do as a result of your complaint. We aim to do this within four weeks. If we think we can't meet this deadline we'll let you know why by letter before the four weeks is up, and aim to respond as soon after that as we can.

Reaching agreement

We want you to be satisfied with our response to your complaint. If you aren't we will want to talk to you about it and decide what to do next.

Your rights

Everyone who comes into contact with Livability:

- *Has the right to complain without fear of retribution.*
- *Has the right to receive appropriate support to complain (including independent advocates).*
- *Will have their complaints listened to politely and taken seriously.*
- *Will receive an acknowledgement and be assured of full and fair investigation into any complaint, within agreed timescales.*
- *Can expect an effective response to their complaint and appropriate arrangements to be made to put things right, including financial recompense where applicable.*
- *Will have their desire for confidentiality respected.*

Our standards

We take the quality of our services very seriously, so have set these standards for our complaints process:

- *Every Livability service has easily accessible, published information about how to make a complaint.*
- *Copies of the complaints pamphlets are displayed prominently in operational workplace offices.*
- *People who use our services are informed about their right to complain, and made aware of the process.*
- *Staff discuss and explore concerns with the people they support, and enable them to complain if they want to.*
- *Complaints are responded to promptly and effectively, and the result of investigations are fed back to people within four weeks. If that is not possible, an explanation and a revised target date is provided in writing within the four weeks.*

Points of contact

Livability Complaints Receiver:

Complaints Receiver, Livability, 6 Mitre Passage, London SE10 OER
Tel: 020 7452 2000 [Email: complaints@livability.org.uk](mailto:complaints@livability.org.uk)

Chair of Trustees:

Chair of Trustees, Livability, 6 Mitre Passage, London SE10 OER

Care Quality Commission: (CQC)

Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA
Tel: 03000 61 61 61
[Email: enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Livability

6 Mitre Passage
London
SE10 OER

Telephone: 020 7452 2000

Fax: 020 7452 2001

[Email: info@livability.org.uk](mailto:info@livability.org.uk)

[Web: www.livability.org.uk](http://www.livability.org.uk)

Registered Charity Number: 1116530

