



Feedback

Comments, compliments and complaints

Introduction

The Viewpoint Organisation is committed to listening to service users and dealing with any complaints promptly and effectively. We aim to learn from your views, helping us to improve and develop our services.

Your views are important to us

We welcome your views about the services we provide. This helps us to check that we are giving the best service we can and know when we need to make improvements.

You can also tell us what you think at any time by phoning, writing or emailing us.

Comment - put your views, raise a concern, or make a suggestion for improving a service

Compliment - praise a member of staff or a particular service

Complain - about a service, or the way you have been treated and ask for a refund

If you have any comments, compliments or wish to complain about any of our services please contact us.

The Viewpoint Organisation Ltd

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Email murray@vptorg.co.uk



Complaints

A complaint is an expression of dissatisfaction by one or more people about the lack of action or standard of a service provided by the Viewpoint Organisation.

A complaint may arise if we have:

- made a mistake
- failed to do something we should have done
- acted unfairly or unreasonably
- acted unlawfully

How to complain:

This procedure is for young people and adults who are not happy with the service they have received from us or the conduct of a member of staff.

STAGE ONE: The Informal Stage

If you have a complaint please speak first to the person you have been dealing with. Most problems can be solved by discussing them with the people who directly provide the service. It is hoped that service users will not feel that Viewpoint staff act defensively but rather that where concerns are raised they are:

- politely received
- dealt with in a competent, open and sensitive manner
- resolved at the earliest opportunity and, as far as possible, to your satisfaction

It is envisaged that the majority of concerns/problems will be resolved informally. If the member of staff who receives the initial contact cannot resolve your concerns you can contact the Company Secretary.

STAGE TWO: The Formal Stage

You can tell the Company Secretary what the problem is:

- by telephone
- by writing a letter
- by email

The Company Secretary will then:

- give you the opportunity to explain your complaint in person at a meeting in which an Independent Person is present. The Independent Person will ensure that the process is fair.
- At any meeting you may be accompanied by a friend or representative who may speak on your behalf. You may also ask an interpreter of your choice to join you if you need this
- investigate with the Independent Person and, wherever possible, you will get an answer in writing within 14 days (10 working days)

The Viewpoint Organisation takes all complaints seriously and seeks to resolve all complaints in a satisfactory manner