

Appeals Process

If we have not responded fully within the maximum timescale of 40 working days or you continue to be unhappy after receiving our final response. You can detail your ongoing concerns to the Managing Director at the above address. The Managing Director will review the complaint and the company's response and respond to you within 20 working days indicating whether they uphold the original outcome of the investigation or where they consider there to be any areas of concern, and proposed actions.

With regard to the Company the outcome after this stage is final, however if the complainant continues to be unhappy with the complaint response outcomes they are at liberty to contact:

The Organisation responsible for funding the services provided by New Directions,

Sefton MBC
Health & Social Care Complaints Officer
7th Floor Merton House
Stanley Road Bootle
L20 3UU
Telephone: 0345 140 0845
Email: adult.adultscomplaints@sefton.gov.uk

Many of our services are registered under the Health and Social Care Act 2008 and are therefore regulated by the Care Quality Commission and can contact the CQC at any stage.

CQC National Customer Service Centre
City Gate,
Gallowgate,
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
Website: www.cqc.org.uk

Local Government Ombudsman
Coventry
CV4 0EH
Telephone: 0300 061 0614
Website: www.lgo.org.uk



Introduction

New Directions provides a wide range of services to adults who have support needs due to age, disability or a mental health diagnosis. We welcome and encourage feedback in the shape of compliments, suggestions, concerns or complaints; it helps us to improve and develop the services that we provide. We always aim to meet or exceed regulatory standards and the standards expected by you, our customers. People often compliment us about the high quality of New Directions services. However, there are occasions when despite our best efforts we do not always get it right. When this happens we try our very best to put things right as soon as we possibly can.

Feedback as outlined above is the best way for us to learn and improve. Compliments are expressions of praise or gratitude which highlight excellent practice and encourage reflection and learning. Suggestions can inform practice and service development. Complaints and concerns promote learning as a result of the investigation outcome encourages reflection to inform practice development at all times making use of the knowledge gained to improve and avoid things going wrong again.

Who can report feedback on New Directions services?

Anyone who receives or has received a New Directions service can give feedback whether it is a compliment, suggestion, comment or complaint. If you are unable to give feedback yourself, then someone else can on your behalf, for example: a carer, family member, friend or advocate.

How to give feedback to New Directions

To pass on a compliment, suggestion, concern or a complaint the first person to contact should be the manager of the service involved. Suggestions can be made in person or written down and placed in boxes available within service locations. Managers or staff on site will provide you with any assistance and advice that you need to provide service feedback.

From this point compliments and suggestions will be taken forward on an individual basis by the Service Manager. The reason for this is that neither require to be managed via a 'formal process'. They will still be shared, recorded and actioned as appropriate; both are very important to us.

The remainder of this leaflet will focus on feedback related to concerns and complaints. These can be less straightforward than compliments and suggestions and need to be recorded and managed within a formal process. The investigatory process followed and the outcome are subject to regulatory inspection by the Care Quality Commission and monitoring by other bodies.

Making an initial Complaint

Most complaints can soon be resolved during a conversation with the manager of the service being used, we record these as Spoken Complaints. These are dealt with outside of the formal, written complaints procedures. This does not mean that the complaint will not be treated seriously, it just means that we will be able to resolve it quickly and easily for you.

What you can expect

If you make a Spoken Complaint then the Service Manager or representative will either speak to you face to face or on the 'phone within 48 hours to discuss the complaint. It may be resolved immediately, or the Manager could decide that they need access to other information or advice before they can respond. If this is the case, the Manager will let you know why more time is needed and respond to you within 10 working days.

If you are unhappy with the outcome of your Spoken Complaint or the Service Manager believes that it should be treated more formally, we will ask you to put your complaint in writing as set out below.

Written Complaint

If you consider your complaint is more complex and serious in nature, or are unhappy with our response after speaking to the Service Manager or their representative it is both appropriate and preferable for you to put your complaint in writing. This makes sure that everyone is clear about the issues being raised.

You can write to:

**Head of Quality and Compliance
New Directions
3rd Floor, the Investment Centre
375 Stanley Road
Bootle
L20 3EF
Telephone: 0151 705 0300
Email: feedback@ndirections.org**

If at any stage a complaint alerts us to possible abuse or neglect we will tell the local council's safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes, this takes precedence over New Directions complaints investigation processes.

What you can expect

Upon receipt of your written complaint a letter will be sent to you within 3 working days acknowledging receipt of your complaint and clearly setting out who will be investigating your complaint and confirming that you can expect to receive a response within 20 working days. Of course, many complaints are resolved much sooner. In exceptional circumstances we may write again to agree a revised response date where we are unable to provide a complete response within the original timescale. This could be because of the need to access information held elsewhere, or the availability of people key to the investigation. We would not expect the total response time to exceed 40 working days.

If the matter is not resolved within the timescales given and you are dissatisfied with reasons given to explain the delay, you can request further investigation by writing to the Managing Director as set out below.