

# Comments, compliments and complaints

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## **We want to hear from you**

We are committed to following best practices in all aspects of our work. One of the most important ways we can work towards this is by listening to you and responding to what you say.

This leaflet tells you how to make comments, compliments and complaints about Father Hudson's Care.

## **Comments and compliments**

We are always interested to hear your views and comments. If you are happy with the service we've provided, information you've received or any other dealing with us please let us know. We also welcome suggestions for improvements and will take them seriously.

If you have been less than happy with any aspect of our service, please let us know so we can consider what improvements need to be made.

Informal comments and suggestions can be made by writing to us, emailing us, or over the telephone. All comments will be passed on to the relevant department or manager.

Father Hudson's Care is the social care agency of the Catholic Archdiocese of Birmingham.

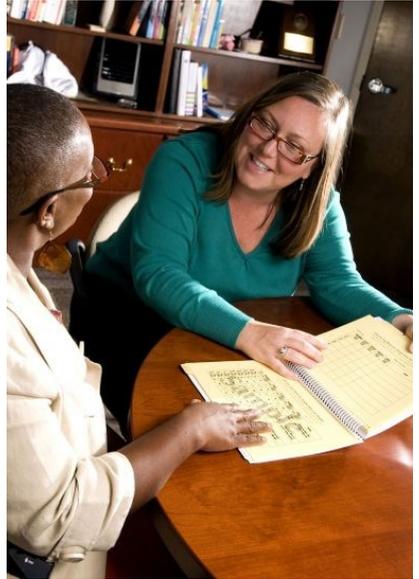
We operate the New Routes fostering service and Origins post-adoption service, residential and day care for disabled adults and older people including those living with dementia. Our fundraising supports these and a range of community projects.

Charity no. 512992

# Complaints

If you are unhappy with any aspect of our work you can use our complaints procedure, set out below, to make a complaint:

- If you are not happy with the standard of service provided
- If you feel that we have done something badly, or failed to do something we should have done
- If you feel that Father Hudson's staff, Trustees or volunteers have been unhelpful or treated someone unfairly
- If you feel we have not followed our own policies, rules and procedures or not followed required regulations or standards
- If you are not happy with the information provided to you
- If you are dissatisfied about any other dealing with us not listed above.



## Informal Stage – Problem Solving

Please contact us informally in the first instance to discuss your concerns.

We hope that you will be able to tell the person who is working with you. Alternatively, you can contact their manager, either by telephone, email, letter or by asking to see them. If you don't have a named contact, you can contact our general enquiries line and your message will be forwarded to the most relevant person. Each department has a procedure that should deal quickly with any such complaint.

Most problems can be sorted out or solved by discussing them with the people who manage the service. They will investigate the matter and, wherever possible, provide you with a response within ten working days.

## **Formal Stage**

If you are not happy with the outcome of the informal stage, you may make a formal complaint.

There are two parts to the formal stage of the complaints procedure.

### **Part 1:**

If, after discussion aimed at seeking a satisfactory resolution, you are still dissatisfied, you should write to the Chief Executive with full details of your complaint. The Chief Executive will acknowledge your complaint.

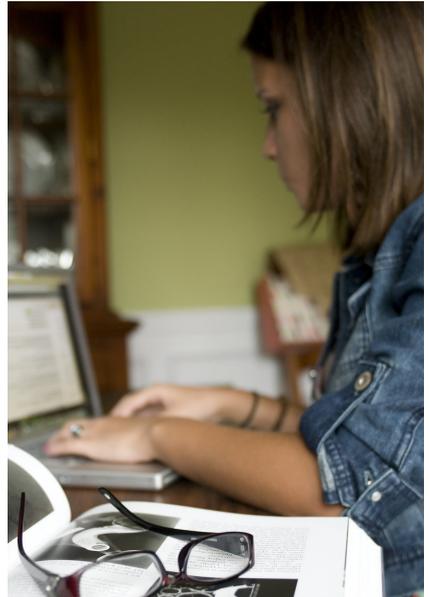
A senior member of staff will investigate the complaint and prepare a written report. The Chief Executive will consider the report and write to you with their conclusions and any proposed course of action.

### **Part 2:**

If you are not satisfied with the Chief Executive's response, you can ask for the complaint to be referred to a panel of three people (two senior managers and an independent person).

The panel will review the complaint, how it was investigated and the outcome. You will be invited to meet with the panel.

The panel will make recommendations to the Chief Executive. The Chief Executive will consider the recommendations of the panel and will write to you with the final outcome of the complaint.



# Who else can I complain to?

We understand that sometimes it is not easy to say what you feel to the people who provide your service. If you need help, advice or someone to help you make your views known, you can also contact:

For complaints relating to our Fostering service or Origins service, please contact Ofsted: Email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk). Tel 0300 123 4666

For complaints relating to our Adult Care services, please contact the Local Government Ombudsman: Tel 0300 061 0614. Web [www.lgo.org.uk](http://www.lgo.org.uk)

For complaints relating to our Fundraising, please contact the Fundraising Regulator: Email [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk). Tel 0300 999 3407

For complaints relating to Advertising or communications, please contact the Advertising Standards Agency: Tel: 020 7492 2222. Web [www.asa.org.uk](http://www.asa.org.uk)

If you have serious concerns you can contact the Charity Commission: Tel 0300 066 9197. Web [www.gov.uk](http://www.gov.uk)

If you want to get other, independent advice there are organisations, such as the Citizens Advice Bureau, that may be able to help you. Your local Member of Parliament may also give independent advice.

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## Contact us

Father Hudson's Care,  
St George's House,  
Gerards Way,  
Coleshill,  
Birmingham B46 3FG

Tel: 01675 434000

Email: [enquiries@fatherhudsons.org.uk](mailto:enquiries@fatherhudsons.org.uk)

[www.fatherhudsons.org.uk](http://www.fatherhudsons.org.uk)

**Reaching out to provide social care in the Catholic Archdiocese of Birmingham**

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Father Hudson's Care is a working name of Father Hudson's Society.