



Tyne & Wear Care Alliance

**Supporting workforce development
throughout the independent care sector**

Complaints Booklet

The Tyne and Wear Care Alliance is
a collaboration of workforce
development professionals and
employers in the care sector
working together to raise the
quality of care

Introduction

The staff at the Tyne and Wear Care Alliance will do all they can to make sure you are treated promptly and fairly. Occasionally things do go wrong, when this happens you have the right to complain. We will investigate your concerns within set timescales.

This booklet informs you of the actions to take if for some reason you wish to complain. It also explains what actions we will take to address your concerns.

Who can complain?

Anyone who has contact with the Tyne and Wear Care Alliance.

If you are unable to complain yourself, a relative or close friend can do so on your behalf.

How soon should I make a complaint?

It is important to make the complaint as soon as possible after the event. We normally investigate only those complaints that are made within 12 months of the event.

These time limits can be extended in exceptional circumstances.

To whom should I complain?

Wherever possible you should talk to the person close to the source of your complaint.

Alternatively you can speak to your Network Development Officer. The Quality Monitoring Officer is also there to help. In most cases the matter may be resolved immediately.

If you would prefer to talk to someone who is not involved with your complaint, you can write to The Manager of the Tyne and Wear Care Alliance. You will find the address at the back of this leaflet.

The Tyne and Wear Care Alliance will do their best to resolve the complaint as quickly as possible. Information will only be shared with those people involved in the complaint.

How soon should I get a response?

We will acknowledge your complaint within three working days of receipt. This can be verbally or in writing.

Complaints will no longer escalate to different stages. An individual timescale and approach to resolving a complaint has been introduced whereby a timescale will be agreed with the Complainant on a case by case basis.

What can I do if I am not satisfied with the response?

At the end of the procedure the complainant will be advised of any further courses of action available to them, should they remain dissatisfied.

Finally

Here at the Tyne and Wear Care Alliance we are committed to providing a quality service. We welcome feedback from learners, training providers and employers as this ensures continuous improvement of our services.

Tyne and Wear Care Alliance
Contact details and telephone number:

Tyne and Wear Care Alliance
Unit 1 & 2
North East Business & Innovation Centre
Wearfield
Sunderland
SR5 2TA

Telephone Number: **0191 5484015**

Alliance Manager: Moira Pinkney
Moira.pinkney@sunderland.gov.uk

Quality Monitoring Officer: Berni O'Leary
Bernie.oleary@sunderland.gov.uk

Info.twca@sunderland.gov.uk

Or visit our website: www.twca.org.uk

Should you require this document in any other language or format please do not hesitate to contact the Alliance office on 0191 5484015

Chinese

Urdu

Bangladeshi

Portuguese

Spanish

African

**The above languages are only examples and
Can be made available in many more**

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