

## ECS Advocacy Complaints Policy and Procedure

### Introduction and purpose

Engaging Communities Solutions CIC (ECS) always aims to provide the best possible service to its clients. However, we recognise that sometimes, things can go wrong, and we welcome all feedback and endeavour to deal with all concerns and complaints as quickly and comprehensively as possible.

Individuals and organisations have the right to express their views about the performance of ECS and the way in which it conducts its business. Anyone who is dissatisfied with any aspect of the service provided by ECS can make a complaint under the ECS complaints policy and procedure.

Your continued goodwill is greatly valued by us, and we would expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance, we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use by any person who use the Company's services, where informal communication has not resolved the problem.

### How to raise a concern or make a complaint about a local Advocacy service provided by ECS

- 1) In the first instance we would encourage you to raise a concern or complaint or to provide feedback on our service informally. Providing information or correcting misunderstandings or misconceptions at this early stage may allow the issue to be successfully resolved.
- 2) If at this stage your complaint is not resolved to your satisfaction, then you should notify us by email, letter or via a telephone conversation with a member of staff.
- 3) If making a complaint in writing, you should include the following details: • Your name and contact details • Who or what has caused the concern(s) • When and where the event(s) happened (if applicable) • Any other relevant information.
- 4) The concern should be directed to the Manager of the local Advocacy service. Complaints about the Manager of the local Advocacy service should be directed to the ECS Chief Executive Officer [simon.fogell@weareecs.co.uk](mailto:simon.fogell@weareecs.co.uk)
- 5) The local Advocacy service will acknowledge the complaint in writing (or in the complainants preferred method of communication) within three working days. All concerns and complaints will be treated in a confidential and sensitive manner.
- 6) The local Advocacy service Manager will attempt to resolve the concern/complaint within 15 working days of establishing the nature of the complaint. Exceptionally, if further time is needed, where possible this will be agreed with you. The final outcome will be confirmed in writing.

- 7) If you are not happy with the outcome you will be able to appeal. The complaint will then be reviewed by the ECS Chief Executive Officer and will be completed within 15 working days.
- 8) If you are not happy with the outcome you will be able to appeal. The complaint will then be reviewed by the ECS Board of Directors and will be completed within 15 working days.
- 9) Once the appeal process has been completed the complaint will be closed.
- 10) For complaints relating to local Advocacy service provided by ECS, if you are still not satisfied you may take your concern/complaint to our commissioners, the Local Authority in the county/city/borough in which the local Advocacy service is based. If you are not happy with their response, you may take your concern to the Local Government Ombudsman.

### **Having a representative or a spokesperson**

You can ask someone to help you make a complaint. This person is your representative or spokesperson. This could be a carer, family member or friend. It could be a person who works for a different organisation such as an advice service, a lawyer, a councillor, or an MP. You will need to sign the complaints form or letter to say that you fully agree with and support what your representative has said.

### **Please note, this policy does not cover:**

- 1) Complaints or concerns about the NHS, which should be dealt with through the NHS complaints procedure.
- 2) Complaints about the provision of social services which should be dealt with by the relevant Local Authority or by the provider of the service.

## How to contact us

### ECS Head Office:

Meeting Point House  
Southwater Way  
Telford  
TF3 4HS

**Email:** [contactus@weareecs.co.uk](mailto:contactus@weareecs.co.uk) **Telephone:** 0800 470 1518

### ECS delivers the following Advocacy service contracts:

#### 1) Halton Advocacy Hub service

A.R.T. Centre  
Tan House Lane  
Widnes  
WA8 ORR

**Email:** [advocacy@weareecs.co.uk](mailto:advocacy@weareecs.co.uk) **Telephone:** 0151 347 8183 Our phone line is available Monday to Friday 9 am until 5 pm. (An answerphone is available outside of these hours)

#### 2) NHS Complaints Advocacy - Warrington

The Gateway  
85-101 Sankey Street  
Warrington  
WA1 1SR

**Email:** [advocacy@weareecs.co.uk](mailto:advocacy@weareecs.co.uk) **Telephone:** 0151 347 8183 Our phone line is available Monday to Friday 9 am until 5 pm. (An answerphone is available outside of these hours)

### Unreasonably Persistent Complaints

The Company endeavours to provide a full and comprehensive response to all complaints received in accordance with this policy. However, there are occasions where certain complainants make continued and unreasonable complaints. In these circumstances, the Company's Unreasonable and Persistent Complaints Policy will be invoked.