



Policy & Procedure

Guide to Making a Complaint

June 2024

Reviewed On: 24th June 2024
Date of Trustee Approval: 15th March 2021
Target Audience: All Field Lane Services
Review Manager: Jacky Owen, Director of Operational Services

Version History			
Version	Approved By	Date	Description Of Change
1	Q&D	15/03/2021	Removed reference to Badgers
2	JO	07/01/2022	Updated Ombudsman contact details
3	JO	04/01/2023	Updated stage 1 contact details
4	Q&D	24/06/2024	Updated HR contact details



1. Sometimes Things Go Wrong

Field Lane always does its best to give a good service across all projects and services but sometimes things go wrong. We may not always know when this happens – so please do tell us – then we can try to put things right.

We take all complaints about our service seriously. Any complaint helps us to develop and improve our services. Field Lane is committed to viewing any complaint about any of our services in a positive way.

The number of complaints each Project and Service receive are collected monthly using a Key Performance Indicators process. These statistics are then collated and reviewed quarterly by the Field Lane Quality and Development Committee. These reviews help us to develop services and ways of working that will increase the quality of the service we provide.

We will:

- Do our best to deal with your complaint promptly and fairly
- Let you know who is dealing with the issue
- Let you know the action or actions we are taking to sort it out
- Keep your complaint strictly confidential

To make sure we have all the facts we need to investigate the problem – we have a set procedure for you to follow.

2. Who Can Complain To Us?

Anyone who receives a service from us.

This includes:

- Tenants
- People receiving services
- People living in Field Lane supported housing
- Relatives, friends or advocates of any of the above



3. What Does the Complaints Procedure Cover?

Our procedure deals with problems like these:

- If we have failed to follow our own policies & procedures
- If you have had a problem with any member of staff
- If you believe you or your relative have been discriminated against
- If a service or care detail has not been met

4. Help With Making your Complaint

If you are someone using Field Lane Services there is a leaflet available that is easy to understand and explains what you need to do to complain. You may choose to use this.

Any member of staff within a home or service can assist you in making a complaint and give you the appropriate forms. Field Lane staff members have been encouraged through their regular staff meetings to assist you in making a complaint if you want their help. They have also been trained to help clients feel comfortable in making complaints and raising issues.

If it was needed we can provide people with independent advocacy to assist with making a complaint.

These forms can be obtained by sending an e-mail to sarah.redfearn@fieldlane.org.uk for a copy.

They are also on display within the homes and projects.

5. How Do I Make a Complaint?

Stage One

Simply complete the complaint form or write to us. When you have completed it, send it either to the Manager of the home or project the complaint relates to. Addresses for all projects are at the back of this pack.

You do not have to use the form – you can ring or write.

We will confirm to you in writing that we have received your complaint within 5 working days. The complaint will be passed to a Manager who will investigate your complaint and send you a written reply. We aim to reply within 10 working days. Sometimes this may take longer – we will keep you updated if it does and let you know why.

Stage Two

If you are unhappy with the way your complaint was dealt with at Stage One you can appeal within 10 working days of receiving our Stage One response to the Director of Operational Services. The person to appeal to will be included in the response. This appeal will be investigated and a meeting may well be arranged within 10 days. You will receive a written response and be kept updated.

Name and Addresses at the back of this pack.

Stage Three

If your complaint is not resolved after stage two then we are not able to take it any further within Field Lane.

If you are still not satisfied, you should contact the Social Service or Housing Department that are responsible for your placement in writing. They will check that we have taken your complaint through all the stages outlined in this Policy.

6. Where should I send my Complaint Form?

Stage One

Sarah Redfearn – Manager of Human Resources
Field Lane Foundation
Ground Floor
85 Buckingham Gate
London
SW1E 6PD
sarah.redfearn@fieldlane.org.uk

Stage Two

Jacky Owen – Director of Operational Services
Field Lane Foundation
Ground Floor
85 Buckingham Gate
London
SW1E 6PD
jowen@fieldlane.org.uk

7. Where Else Can Get Help?

Ombudsman

Local Government Ombudsman
0300 061 0614 www.lgo.org.uk

If you or the person you are complaining on behalf of is funded, or supported by Social Services then the named Care Manager or Practitioner would be able to assist you with your complaint.

You can also ask our staff to suggest a specialist service for you to contact to provide an advocate such as Mencap, Alzheimer's Society, Age Concern, MIND or a youth service.

Every complaint whether written or verbal is recorded in a Complaints Log held within each service or care home.
