



## **Oakfield Compliments, Comments and Complaints Policy and Procedure**

### **Aim**

- To improve the quality of the support we provide and improve the experience of people using our services and their representatives.
- To ensure that all complaints and suggestions are promptly addressed, resolved, and shared within the agreed timescales.
- To ensure lessons are learnt to improve service quality and delivery.

### **Our Commitment:**

We commit to listen to feedback, concerns, and complaints about the support we provide, and we take each one of them seriously. This information helps us gather the data we need to enable us to continually improve our services.

Whilst we have an on-going commitment to continually develop and improve what we do through our Quality Assurance processes we welcome and encourage feedback at any time.

We welcome all compliments, comments, and complaints as they help us to understand what we do well and where we can develop. We evaluate our services regularly but know that the experience of people using our services, their families and other professionals is paramount to ensuring people lead happy and fulfilling lives.

We would like to hear from you however small the compliment, comment or complaint may seem.

### **Compliments**

If you have been satisfied with the service received then we are grateful for your feedback, either verbally or in writing. Forms are available in each service but any member of staff, the management team or Trustees will be pleased to receive such communication and will ensure that your feedback is cascaded throughout the team. We also use this information to show our funders that the services we provide are good.

### **Comments**

If you have a suggestion or idea about how the services we provide could be improved, please give this to any member of staff, the management team, or Trustees either verbally or in writing. We are committed to continuously developing and it is important to show that we listen, reflect and act.

## **Complaints**

We would like to hear from you however small the complaint or concern may seem. This can be done informally, or formally through our complaints process.

People we support or their representatives are entitled to involve an impartial third party in the complaints procedure if they so wish. This may be in the form of an Advocate.

### **There are 3 stages in our Complaints procedure:**

**Stage 1.** If you have a concern, please speak to one of the staff who will endeavour to address the issue promptly or speak to a more senior member of staff to assist in resolving the matter to your satisfaction.

**Stage 2.** If you are not satisfied you are able to make a formal complaint. A formal complaint must be in writing or by using suitable alternative media, addressed to the Manager of Oakfield (Easton Maudit) Ltd. The details need to include the following:

- The Date the incident(s) occurred.
- The names of the people involved.
- The aspect of the incident that you are unhappy about
- The nature of the complaint in general

Once a formal complaint has been raised, we will acknowledge receipt of your complaint as soon as possible and then investigate the incident fully within 20 working days. If we have any reason to delay over this investigation, we will keep you informed as to the reasons for the delay. Staff and Volunteers will be given the right to reply to any complaint during this stage of its investigation. The Chair of the Board of Trustees will be informed of the matter.

Oakfield will present you with a formal reply to the complaint. This will be written, or in a suitable alternative media. Details of the response will be copied to any Staff and Volunteers who are concerned with the incident, along with any recommendations for action, which have been made as a result of the investigation. If you are not satisfied with the response you have received and the outcome of the complaint, you can ask to refer the matter directly to the Chair or Vice Chair of the Board of Trustees for further investigation.

**Stage 3.** At this stage, the Board of Trustees will meet to discuss the matter and ensure that the complaint has been properly investigated and the process followed. You will receive a written reply within a further 20 working days, outlining how the complaint has been dealt with and the outcome.

If at stage 2 or 3 the complaint is upheld, you will receive a written apology, appropriate action will be taken to rectify the issues and you will be informed of what that action is.

All complaints will be acted upon with fairness and impartiality. No one will receive adverse treatment because they have made, or wish to make, a complaint, raise a concern or issue.

Our managers review all complaints, concerns and compliments on a regular basis to ensure they are satisfied with how we respond to them and assess how this helps to change our practice in the future.

A separate record is kept of any complaint or concern and we share this information with the Care Quality Commission (CQC), and Local Authorities that we work with.

You can also get help to make a complaint through Total Voice/ Voiceability and they can be contacted on the following details:

Email: [helpline@voiceability.org](mailto:helpline@voiceability.org)

Telephone: +44(0)300 303 1660

Web: <https://www.voiceability.org/support-and-help/services-by-location/northamptonshire>

**Within Oakfield, you can contact any of the following people, preferably in the order of Managing Director and Chair of Trustees.**

	<p>The person in charge of our charity is Sharon Wykes, our Managing Director. Sharon can be contacted on the following details:</p> <p>Oakfield (Easton Maudit) Limited Easton Maudit Wellingborough Northants NN29 7NR</p> <p>Telephone: 01933 664222 or 01604 211115 Mobile: 07535650742 Email: <a href="mailto:sharon.wykes@oakfieldcommunity.org.uk">sharon.wykes@oakfieldcommunity.org.uk</a></p>
	<p>You can also make a complaint to Sara Morrison, the chair of Trustees, Sara can be contacted on the following details:</p> <p>Oakfield (Easton Maudit) Limited Easton Maudit Wellingborough Northants NN29 7NR</p> <p>Telephone: 01933 664222 or 01604 211115 Mobile: 07504 882763 Email: <a href="mailto:Sara.Morrison@oakfieldcommunity.org.uk">Sara.Morrison@oakfieldcommunity.org.uk</a></p>

Where a complaint or concern is raised that relates to people we support, being harmed or likely to be harmed, we will follow our Safeguarding Policy and Procedures in addition to the complaints procedures.

We would seek advice and guidance from the Local Authority Safeguarding Adults team, and we will also notify CQC in line with our statutory duty.

If our response fails to satisfy a concern; or if you wish to commend our service and staff, you may write to the local authorities we work with, the Care Quality Commission (CQC), who regulate our services or the Local Government and Social Care Ombudsman. Their details are as follows:

	<p>If you are unhappy with the help you get, you can also contact both North or West Northamptonshire County Councils:</p> <p>North Northants Council Tel: 0300 126 3000</p> <p>West Northants Council Tel: 0300 126 7000</p>
	<p>If you are unhappy with the help you get, you can also contact the Care Quality Commission (CQC)</p> <p>Care Quality Commission National Correspondence Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA, Tel: 03000 616161</p>
	<p>The Local Government and Social Care Ombudsman PO Box 4771 Coventry CV4 0EH Tel: 0300 061 0614 Email: <a href="mailto:advice@lgo.org.uk">advice@lgo.org.uk</a> Website: <a href="https://www.lgo.org.uk/">https://www.lgo.org.uk/</a></p>

## Contact us

Oakfield (Easton Maudit) Limited  
Easton Maudit  
Wellingborough  
Northants  
NN29 7NR

Telephone: 01933 664222 or 01604 664222  
Email: Info@Oakfieldcommunity.org.uk

**Signed:**



**Print:** Sara Morrison  
Chair of Trustees.

**Date:** 15/07/2025.

<i>Document type:</i>	<i>Policy</i>
<i>Approved by:</i>	<i>The Board of Management</i>
<i>Approved date:</i>	<i>15<sup>th</sup> July 2025.</i>
<i>Next review date:</i>	<i>July 2028</i>