Reporting

The Supporting People Team will maintain a log of all complaints and will report annually to the Kent County Council Commissioning Body.

Contact the Supporting People Team

Telephone: 01622 696198 or 01622 694511
email: supportingpeopleteam@kent.gov.uk

Supporting People is committed to providing appropriate support to anyone who needs it, irrespective of sex, disability, race, marital status, age, sexual orientation or religious belief.

This information is available in other formats including Braille, large print, on audio tape and in other languages. Simply phone the Supporting People Team on 01622 694953 or email supportingpeopleteam@kent.gov.uk
**Complaints relating to provider organisations**

**Supporting People is committed to contracting quality services that respond to the needs of service users and their representatives.**

All organisations providing a Supporting People service must operate a robust complaints policy and procedure that is assessed as part of the monitoring, review and accreditation process. The guidance in this leaflet is designed to complement, rather than replace, these individual complaints procedures. All complaints about contracted services should first be raised using the provider’s internal complaints procedure.

Despite that requirement, service users can complain directly to the Supporting People Team if their complaint relates to something that threatens their health, safety or welfare and the provider’s internal complaints process has not worked satisfactorily or they are not satisfied with the outcome. The Supporting People Team is also governed by the Kent and Medway Adult Protection Procedures and will use the adult protection protocols to raise concerns with other key stakeholders.

Unless there are genuine reasons, complaints raised more than one year after the issue in question was raised or resolved will not normally be investigated.

**Stage one**

Service users should write to the Contract and Finance Manager, Room 4.02, Sessions House, County Hall, Maidstone Kent ME14 1XQ.

Although service users may choose to make their initial complaint by contacting the Supporting People Team on 01622 694511, the initial telephone call will need to be followed up in writing. The Supporting People Team can help with this process.

The Contracts and Finance Manager of the Supporting People Team will in the first instance attempt to resolve any problem informally at a local level. The complainant will receive an initial acknowledgement of the complaint in writing within five working days and a full written response to the complaint within 20 days. If the complaint can not be resolved entirely within 20 days, the complainant will be given an update after this period and at 20-day intervals until the complaint is resolved.

**Stage two**

If at the end of stage one the service user is not satisfied with the outcome of the complaint, it will be passed to the Head of Supporting People for formal consideration. Service users or their representatives must inform the Supporting People Team in writing, within 20 days of stage one ending, if they wish to take their complaint to the Head of Supporting People. The Head of the Supporting People Team will then investigate the complaint and respond within 25 working days. If it is not possible to resolve the complaint within 25 working days, the service user will be asked to agree a further 40 days.

**Complaints about the Supporting People Team**

If your complaint is about the Supporting People Team or an individual member of the team then you should follow stage one of this procedure. In this instance you do not need to follow the provider’s own complaints procedure.

If you feel unable to address your complaint directly to the team you should follow the Kent County Council complaints procedure. Details of this are available at www.kent.gov.uk

**Complaints by service users about other service users**

A service user who has a complaint about another user of that service should follow the process outlined above under *Complaints relating to provider organisations.*

In the first instance the complaint should be addressed using the provider’s internal complaints process. If this does not resolve the problem then the service user should follow the process outlined in stage one.