



Complaints Policy and Procedure

The Carers Centre for Brighton & Hove wants to provide the best services we can for carers. If you have ideas about how we could improve, or you are not happy with anything we have done, we want to know about it. This includes anything you deem to have been discriminatory or culturally insensitive. We want to put things right if we can.

You don't have to give your name when you make a comment or complaint. If you do we can tell you what we will do about your comment.

1/ Give us feedback

If you want to make a complaint or comment about our services, the first thing is normally to speak to the person involved. Tell them what you think. Problems can often be dealt with by talking things over. However, if you prefer, you can speak directly to a manager.

2/ Talk to a Manager

The Carers Centre staff work in three teams, each one has a manager. Managers are always happy to hear your views and ideas and will try to resolve any problems.

The Managers are:

Joss Bromley – Senior Support Worker for the Adult Carers Team

Paula Melis – Senior Support Worker for the Young Carers Team

Colette Stapleton – Service Manager with line manager role for other staff

The Manager will keep a record of your comments. If you have a complaint they will talk to the people involved and then discuss the issue with you.

3/ Contact the CEO

If you have a complaint which has not been resolved by talking to a manager, you can contact **Tom Lambert**, the CEO of the Carers Centre. He will investigate

Reviewed and approved – July 2024

Contact Names and Address updated May 2026

Date of next review – July 2027

any complaint and discuss the matter with you. He will send you a written response to your comment or complaint within 14 days of receipt. If you have a complaint involving the CEO, you should proceed to stage 4.

4/ Contact the Board of Trustees

The Carers Centre's Board of Trustees is ultimately responsible for everything we do. They are elected by our members to run the Carers Centre. If you are still not satisfied with the way your comment or complaint has been handled, you may write to:

**The Chair of the Board of Trustees
The Carers Centre for Brighton & Hove
Brighton Junction, 1a Isetta Square, Brighton BN1 4GQ**

Mark your envelope "CONFIDENTIAL" and it will be given to the Chair unopened.

You can also contact The Chair by emailing chairperson@thecarerscentre.org

The Chair will set up a small panel of people to investigate the complaint.

The Chair will contact you within 14 days and you will be invited to meet with the panel within 28 days.

You may have an advocate/friend with you at this meeting if you wish. The Chair will inform you of any decisions and recommendations within 28 days.

Please let us know if you need help to write letters. We may be able to advise you on people/organisations that can help you. If you have a disability or if you have difficulty in communicating we will ensure that you have access to whatever assistance you require.

5/ Time limits for making a complaint

The Carers Centre cannot consider a complaint if the complainant refers it to us:

- more than 3 months after the event has taken place; or
- more than 3 months from the date on which the complainant became aware (or ought reasonably to have become aware) that the complainant had cause for complaint

After this time the complaint will be considered to be "out of time", unless exceptional circumstances prevented the complainant from submitting it earlier.

6/ Review

Reviewed and approved – July 2024

Contact Names and Address updated May 2026

Date of next review – July 2027

All staff must have access to this policy through the staff information file held on computer. The policy will be regularly referred to in decision-making and through staff meetings. It is to be included during the induction of new staff, board members and volunteers. It shall be reviewed bi-annually by the Trustee Board of The Carers Centre for Brighton & Hove.

Reviewed and approved – July 2024
Contact Names and Address updated May 2026
Date of next review – July 2027