

## Your Voice

We are committed to providing a high-quality service to everyone we work with.

Your feedback, whether good or bad, helps us to improve our services.

“ Strive for continuous improvement, instead of perfection. ”

*Kim Collins, Athlete*

## || Our Family ||



## Head Office

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[www.inspirenorth.co.uk](http://www.inspirenorth.co.uk)  
[www.communitylinks.co.uk](http://www.communitylinks.co.uk)  
[www.foundationuk.org](http://www.foundationuk.org)



How to Raise a Concern,  
Make a Complaint or  
Give a Compliment



Accredited  
Until 2022





## How can I give feedback?

We want to make it as easy as possible to give us feedback. You can do this:

- By completing our Feedback or Satisfaction forms – available on our websites
- Face-to-face at a service
- By letter
- By telephone (see websites for details)
- By email [info@inspirenorth.co.uk](mailto:info@inspirenorth.co.uk)
- Online via our websites

## Do I have to put my name on it?

No, however if you are making a complaint we will be unable to tell you what we have done, the outcome, and may not be able to look into your complaint properly if we do not know who you are.

## I want to make a complaint, how will this be dealt with?

Firstly we are sorry that you are unhappy and we want to look into this to make things right.

To make a complaint – please see “How can I give Feedback?”

We will:

- write to you to let you know we have received your complaint within **3 working days**

- tell you the name of the person who will look into your complaint
- offer you a meeting or phone call to discuss your complaint, if you wish
- look into your complaint
- write to tell you what we have found (outcome) within **10 working days**
- contact you if we need more time.

## What if I am not happy with the outcome?

You can ask for the outcome to be reviewed by someone more senior.

We have a 3-stage complaints process

**Stage 1:** Service Manager

**Stage 2:** Ops Manager/Director

**Stage 3:** Chief Executive / Client Panel Review

There is no further right of appeal following Stage 3.

However you may wish to pursue your complaint with external bodies such as:

- ICO (Information Commissioner's Office)
- CQC (Care Quality Commission)
- Housing Ombudsman