

# Ask, Listen, Do.

## Our feedback, concerns and complaints policy



This is the Feedback, Concerns and Complaints Policy.

It was last updated on January 2021.

It will be reviewed January 2023.

### Introduction



At Inclusion North we believe that we are always learning and trying to make what we do better.

We want to do high quality work that meets our members' and clients' needs.



We want our work to make a difference to the lives of people with a learning disability or autism and their families.



We want to work well with people on our projects, provide good quality information and run safe, helpful events.



We are committed to making it easy for people to share their views with us.



We are committed to listening openly to what people say.

We are committed to making changes to improve the quality of what we do.



### **Ask, Listen Do**

Ask, Listen, Do is a campaign led by NHS England.

The aim is to support organisations to make it easy for people of all ages with a learning disability or autism and family carers to give feedback, raise a concern or make a complaint.



At Inclusion North we have decided to use the Ask, Listen, Do resources to make sure our policy follows best practice.

### **Ask.**

We will ask the people we work with about their experience of working with us.



We will make sure that everyone we work with knows how to share their views with us.



We will make it easy for people to give us their views.

We will make sure that our staff team know when a concern or complaint is a safeguarding or criminal issue, and what to do next



## **Listen.**

We will really listen to what people say.

We will be open to what people say to us and we will not be defensive.



We will make sure the staff team have the skills to listen openly to people's opinions about what we do.

## **Do**

We will think about what people say to us and we will take positive action quickly if something needs to change to be better



We will let the person who gave us their views know what we are doing, based on what they told us.



We will learn from the feedback, concerns or complaints we get to make long term changes.



We will actively ask people for their views and not just wait for people to give us their feedback.

This will be part of how we constantly try to improve what we do



We will evaluate our projects and events.



We will regularly ask people what they think of the information we produce.



## Do you have feedback, a concern or a complaint?

Each of these things is different and we will respond differently to them.



## Feedback.

Feedback is when you want to tell us how good or bad something we did was.

For example - telling us things that were good and things that could have been better about an event we ran.



We will always ask for feedback after all our events.

You can also give feedback at anytime.

Please fill in this easy read form

easy read

Your name

Address

Phone

The form is titled 'Please fill in this easy read form' and features the 'easy read' logo. It contains three input fields: 'Your name' with a small person icon, 'Address' with a house icon, and 'Phone' with a mobile phone icon.

You can use the attached form.

Or you can write to us, email us or ring us.



We will use the feedback we receive to make our work better.



## Concerns.

A concern can be about anything at Inclusion North that you are worried about.

It might be something we have done or said. It might be about how we do things. Or it might be something we should have done but didn't.



You should let us know as soon as possible if you have a concern.

An 'easy read' form with a light blue background. At the top left is a small icon of a person with the text 'easy read'. To the right of this is the text 'Please fill in this easy read form'. Below this are three input fields. The first field is labeled 'Your name' and has a small icon of a person. The second field is labeled 'Address' and has a small icon of a house. The third field is labeled 'Phone' and has a small icon of a mobile phone.

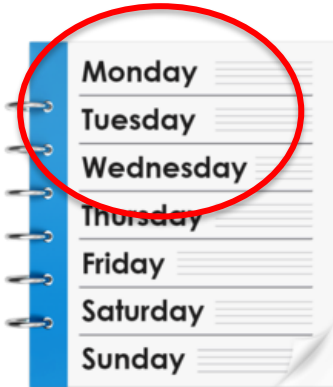
You can use the attached form.

Or you can write to us, email us or ring us.

Ask for help with this if you need it.



We will respond quickly if you tell us about a concern.



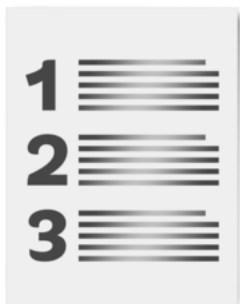
We will reply to you **within 3 working days** to let you know who is dealing with this and what we are going to do next.

We might have to investigate to find out more about the thing that has worried you.



We might want to talk to you about it to find out more.

We might want to talk to other people as well.



When we have investigated your concern, there might be actions we need to take to improve.



We will let you know what these are and when we will have done them by.



## Complaints

If you are not happy with how we deal with your concern, you can complain.

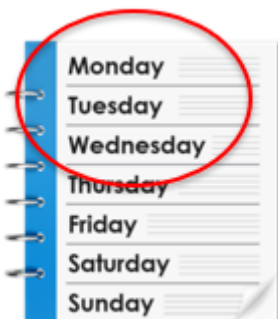


There is a set process we have to follow when we get a complaint.

## Stage 1

You don't have to fill in another form.

You can just let us know that you want your concern treated as a complaint.



We will reply to you **within 3 working days** to let you know who is dealing with this and what we are going to do next.



We might have to investigate to find out more. This might take a few weeks.

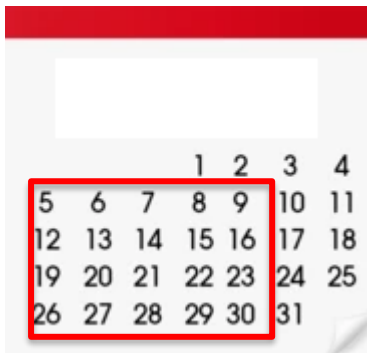
We might want to speak to you to find out more.



We might offer to have a meeting with you.

Or we could do it over the phone if that is easier for you.

You can ask someone to support you in the meeting or on the call.



We will let you know **within 20 working days** what we have found out and what we are going to do.

If it is going to take longer than this, we will let you know and explain the reason why.



Once we have investigated and decided what we should do next, we will let you know.



If you are not happy with what we decide to do at this stage, you can move on to stage 2.

## **Stage 2**



You can ask for the Chief Executive to review what was decided at stage 1.

The Chief Executive will look at your complaint and what the investigation found.



They might want to speak to you to find out more.



They might offer to have a meeting with you.

Or they could do it over the phone if that is easier for you.

You can ask someone to support you in the meeting or on the call.



The Chief Executive will let you know **within 20 working days** what they think.

The decision will either be

- To agree with the outcome at stage 1



Or

- To disagree with the outcome at stage 1 and to suggest a different way to address the complaint



If you are not satisfied, you can move on to stage 3.



### Stage 3.

You can ask the Board of Directors to review your complaint.

You should do this **within 4 weeks** of hearing the outcome of stage 2.



All the contact details you need are at the end of this policy.



The Board of Directors will tell you which Directors are dealing with this.



They will review what happened at stage 1 and 2 of the process.



They will do this **within 20 working days** of you raising the issue with them.

If it is going to take longer than this, we will let you know and explain the reason why.



The decision from the Directors will either be

- To agree with the way Inclusion North has dealt with your complaint

Or

- To disagree with how it has been dealt with and to suggest a different way to address the complaint





This decision at this stage is final.

If we have looked at your concern and given you a reply, we will not look at the same thing again.

You can still contact us if you are concerned about something else.



### **Learning from feedback, concerns and complaints**

We keep a record of all feedback, concerns and complaints we receive.



We regularly report to our Board of Directors about any feedback, concerns or complaints we have received.



This is so that they can make sure that we are learning from this and improving what we do



## Contact details for getting in touch.



Our office address is.  
Inclusion North  
Suite 12a  
Unity Business Centre  
26 Roundhay Road  
Leeds  
LS7 1AB



Our office phone number is 0113 2444792



You can email us at  
[info@inclusionnorth.org](mailto:info@inclusionnorth.org)



You can contact the Chief Executive by  
email:  
[Karen@inclusionnorth.org](mailto:Karen@inclusionnorth.org)

Telephone: 07375 034291





You can contact the Board of Directors by



Asking the office to give your telephone number to the Board of Directors



Email: [info@inclusionnorth.org](mailto:info@inclusionnorth.org)

Ask for the Board of Directors to contact you



Asking Karen to give your telephone number to the Board of Directors



Email: [Karen@inclusionnorth.org](mailto:Karen@inclusionnorth.org)

Ask for the Board of Directors to contact you



## Ask. Listen Do.

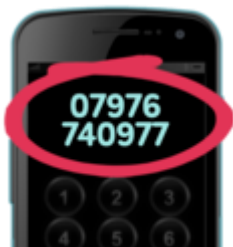
How to give Inclusion North your feedback, raise a concern or make a complaint



What is your name?



Where do you live?



What is your phone number?



What is your email address?



What type of information have you got for Inclusion North?

Feedback

A Concern

A Complaint



How would you like Inclusion North to contact you about this?

By post

By Phone

By email



Tell us here what you would like us to know.

A large, empty rectangular box with a black border, intended for providing feedback or suggestions.



Carry on this page if you need to

A large, empty rectangular box with a black border, intended for writing or drawing. It occupies the central portion of the page.

You can send this form back to us by post or email