

Complaints procedure for the Community Safety Partnership (CSP)

What is a complaint?

A complaint is where you feel that your problem has not been dealt with satisfactorily by one or more of the members of the Partnership.

It is not to be confused by the initial report of a problem.

If you are unsure where your problem should be dealt with please contact the Community Safety Team who will be happy to advise you.

The Partnership's complaints procedure has been designed to help customers resolve any problem they may have with one or more of our services. As a Partnership we aim to provide good quality services that meet customers' needs. We work to clear, published, standards but accept that sometimes things can go wrong. If they do, we need to know so we can put them right and learn from them.

We want to resolve all complaints quickly and effectively. The complaints procedure can be a time-consuming exercise for both our customers and us, so we will try and resolve any problems straight away. If it is not possible to resolve your complaint quickly we will explain why.

We want to be positive about complaints. A complaint is a simple way for our customers to voice their concerns about our services, and it gives us valuable feedback about how we are doing. By effectively resolving a complaint we will both improve our service and the confidence of our customers.

Making a complaint:

Where the issue (being complained) concerns only one partner agency then, it will normally be best to complain directly to that agency. All Partners have published complaints policies and procedures and details of these can be found on their websites.

The major of these are as follows:

Council Departments:

http://www.richmond.gov.uk/complaints_procedure

Police:

For general complaints about services:

<http://www.met.police.uk/contacts/yourvoice.htm>

For complaints against individual officers:

http://www.ipcc.gov.uk/index/complaints/who_complaint.htm

For complaints against Richmond Housing Partnership:

http://www.rhp.org.uk/page_view.asp?Infold=539

For complaints against Richmond Churches Housing Trust:

<http://www.paragonchq.co.uk/richmond-housing-trust/contact-us/>

If unsure of who to complain to:

If you are not sure who to complain to then the Community Safety Team can advise. Their contact details are

Telephone: 0208 891 7777

Email: community.safety@richmond.gov.uk

Postal address: Community Safety Partnership
 Third Floor
 Civic Centre
 44 York St
 Twickenham
 TW1 3BZ

If your complaint involves more than one agency or is around the general provision of ASB services in the Borough then it may well be appropriate to complain directly to the Community Safety Partnership.

If this is the case you should in the first instance contact the Community Safety Team. They will refer the complaint to the Anti Social Behaviour Development Group, which is a group of senior officers from the various partners in the Community Safety Partnership (CSP) who will oversee the handling of your complaint.

Your complaint:

The Partnership takes complaints seriously. If we make a mistake, we want to know about it so we can put things right.

We want to:

- Give customers an effective way to complain about the services we provide ;
- If possible, resolve complaints straight away ;
- Accept that things can go wrong but we can put things right and learn from them;
- Deal with complaints fairly and consistently;
- Give customers an opportunity to have their complaint reviewed by someone independent of the service they have complained about;
- Regularly monitor complaints and make sure we meet our standards.

When a complaint is made and upheld we will:

- Apologise;
- Explain why things went wrong;

- Learn from our mistakes, and tell the customer what we are doing to make sure the same mistake does not happen again;
- Put things right.

Stages of a complaint

There are two stages to our partnership complaints procedure:

Stage One

Serious or complex complaints may start at stage 2 or stage 3.

When your complaint is received by the Community Safety Team it will be allocated to an appropriate officer. This will usually be the Community Safety Manager (CSM). If not the CSM then, it will be allocated to an officer of management level from within the partnership. They will allocate the complaint to an officer for investigation and to coordinate a reply. The manager will continue to have overall responsibility for ensuring that a report goes out that is of acceptable quality and within the agreed timescales. A Stage one complaint should be answered **within 10 working days**.

You will receive a written response to your complaint acknowledging the complaint and giving you the name of the person dealing with the complaint and their contact details.

Within the stated timescale you will receive a reply to your complaint giving the outcome of the investigation of your complaint and either upholding the complaint; partially upholding the complaint or not upholding the complaint and explaining how this decision was reached..

Where the complaint is fully or partially upheld we will tell you how we intend to put things right. You will have **15 working days** to ask for this.

If you are still unhappy you can ask for the case to be moved up to stage two.

Stage Two

If the customer is still not satisfied with the outcome, the complaint is referred to the Chair of the CSP. They will allocate the investigation to an officer who is independent of the service(s) complained about. The Head of the CSP considers the report of the investigating officer before a final decision is taken.

You will receive a written response to your complaint acknowledging the complaint and giving you the name of the person dealing with the complaint and their contact details.

Within the stated timescale you will receive a reply to your complaint giving the outcome of the investigation of your complaint and either upholding the complaint; partially upholding the complaint or not upholding the complaint. The time scale for reply is 20 working days from receipt of your request for the complaint to be escalated.

Where the complaint is fully or partially upheld we will tell you how we intend to put things right.

Monitoring of you complaint:

At all times the handling of the complaint will be subject to supervision by the Anti Social Behaviour Development Group. This is a panel of senior officers from all agencies that form the core of the Community Safety Partnership.

This is to ensure that your complaint is investigated thoroughly and fairly. It is also to make sure that any lessons learned from your complaint are implemented. Your complaint will be recorded as will the outcome. This is so that we can see if there are areas where problems continue to occur, and deal with them.

If you are still unhappy:

Unlike the complaints direct to partners there is no statutory right of appeal to an independent Ombudsman. However all our procedures are open to Judicial Review and a solicitor or similar agency eg CAB will be able to inform you of your rights. Nor does using the complaints procedure affect your statutory rights.

Below are lists of organisations that may be able to help and assist:

Citizens Advice Bureaux

Twickenham Citizens Advice Bureau
61 Heath Road
Twickenham
TW1 4AW

Tel: 020 8892 5917
Fax: 020 8744 1167
Email: twickenham.cab@btinternet.com

Sheen Citizens Advice Bureau

Sheen Lane Centre
Sheen Lane
East Sheen
London
SW14 8LP

Tel: 020 8876 1513
Email: sheencab@aol.com

Richmond Citizens Advice Bureau

Linfield House
26 Kew Road
Richmond
TW9 2NA

Tel: 020 8940 2501
Email: richmond.cab@btinternet.com

Contact a main bureau for details of outreach arrangements to other areas (including North Barnes, Hampton and Ham).

The following organisations all work across the borough to support certain groups as indicated.

Age Concern
(Older people)

The ARC at Meadows Hall
Church Road
Richmond
TW10 6LN

Tel: 020 8940 8066
Fax: 020 8940 5744
Email: acrichmond@hotmail.com

Advocacy Partners
(People with learning disabilities)

55 Heath Road
Twickenham
TW1 4AW

Tel: 020 8892 6559
Email: email@advocacypartners.org.uk

Richmond Mencap
(People with learning disabilities)

40B Cambridge Park
Twickenham
TW1 2JU

Tel: 020 8744 1923
Email: richmondmencap@btopenworld.com

Richmond AID
(Physically disabled people)

4 Waldegrave Road
Teddington
TW11 8HT

Tel: 020 8831 6080
Email: richmondaid@richmond.gov.uk

Ethnic Minorities Advocacy Group

(people from ethnic minorities)

1 Princes Street
Richmond
TW9 1EP

Tel: 020 8332 2911

Email: prehlad@emaguk.net

Richmond Advocacy

(people with mental health problems)

ETNA Community Centre
13 Rosslyn Road
Twickenham
TW1 2AR

Tel: 020 8744 9251

Email: rights@radvocacy.freeserve.co.uk

Stonewall

For Lesbian, gay, bisexual and transgendered people

http://www.stonewall.org.uk/what_we_do/3435.asp