CASS: Cumbria Action for Social Support

Complaints Policy and Procedure
(for members of the public and other agencies)

The aim of CASS' Complaints Policy and Procedure is to provide members of the public or other agencies with a clear process to enable complaints to be dealt with quickly.

This procedure is to tell you how to complain and how that complaint will be dealt with. If you feel unable to complain directly yourself a family member or friend or any other support worker you are in contact with could assist you.

When dealing with complaints CASS will work to try and resolve them as best we can. We undertake to keep you informed of actions or decisions that we take - although if the complaint is about a worker or a tenant we are also bound by rules of confidentiality and also have to take account of the rights of the person about whom the complaint has been made.

We will give you a response in writing if you require.

Steps to follow:

If you feel that you have reason to make a complaint about our services or a matter that you feel has not been dealt with properly please speak to the worker who has been dealing with the matter (if you know who they are). They are often in the best position to respond to your complaint quickly.

If you do not know who the worker is please contact the nearest CASS Office (see Office addresses overleaf) and we usually will be able to provide you with that information immediately.

(All complaints are logged and reported to the Team Leader /Manager)

If you do not feel able to raise the matter directly with the worker responsible then you should contact CASS either by phone and ask to speak to the Team Leader, or, you could put your complaint in writing to them.

If you would prefer to speak to a female member of staff please let us know - we have female workers who will be able to assist.

CASS will undertake to give a response within 10 working days in most circumstances. A worker may want to visit you to find out more information and to discuss the matter in detail, or, you will be notified of the decision regarding the complaint.

If you are not satisfied with how the matter has been dealt with you should write to the Director giving your reasons. The Director will investigate and a member of the CASS committee will also be consulted. CASS will aim to give you a response within 10 working days but some matters may take longer. If this is likely to happen we will let you know.

All complaints and how they have been dealt with will be reported to the next CASS committee meeting.

Carlisle Office:	47 Nelson St, Carlisle, CA2 5NE 01228-633651
West Cumbria Office:	Unit 8, Windermere House, 1 Peart Road, Derwent Howe Workington, CA14 3YT 01900-872772
Penrith Office:	Eden Rural Foyer Old London Rd Penrith CA11 8JJ 01768 -890948
SMART Project:	CASS Flat 3, Haddon House South Henry St Carlisle CA1 1SE 01228-597521