CASS: Cumbria Action for Social Support

Complaints and Appeals Policy and Procedure

The aim of CASS' Appeals and Complaints procedure is to deal with appeals / complaints and to resolve them as quickly as possible. We will give you a response in writing if you require. All complaints will be reported to the CASS committee.

Steps to follow:

1. If you are dissatisfied with a decision that has been made or a problem that you feel has not been dealt with properly, please contact the person who has been dealing with the matter - they may be able to deal with your complaint quickly and to your satisfaction. This would usually be a Project Worker.

   (If a Project Worker receives a complaint the Team Leader will always be informed and will record the complaint and assist if needed)

2. 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.

3. 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.

4. CASS will undertake to give a response within 10 working days in most circumstances. The Team Leader 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.

5. 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 the case we will let you know.

6. All complaints and how they have been dealt with will be formally reported at the next CASS committee meeting. Any complaints or matters that have not been resolved or require CASS to review its policies or procedures will be dealt with by the committee.

   If you feel unable to make the complaint yourself a family member or friend or any other support worker who you are in contact with could assist you.

   Carlisle Office: 47 Nelson St, Carlisle, CA2 5NE
   01228 633651

   West Cumbria Office: Unit 8, Windermere Building,
   1 Peart Road,
   Workington, CA14 3YT
   01900 872772