Complaints against the Supporting People Team

Everyone who uses the Supporting People service has the right to expect a good quality service and the Supporting People Team aims to give the best possible service in all areas of work. North East Lincolnshire Supporting People Team take all complaints seriously and they are dealt with in confidence.

If you do feel you have not received the best possible service from the Supporting People team and wish to register a complaint, please contact:

Senior Support Officer
Community Care Directorate
Unit 8/9, Acorn Business Park, Moss Road
Grimsby, North East Lincolnshire DN32 0LT
Tel: (01472) 325472
e-mail: claire.white@nelincs.gov.uk
What type of complaints can be made?
Complaints about housing related support services and staff providing this service which are funded by Supporting People should be made through the provider’s own policy and procedures. However, if the complainant finds that the outcome is not to their satisfaction or if they feel they cannot complain directly to the provider they can then make the complaint to the Supporting People team.

Complaints will always be dealt with in a polite and positive manner
The complaint will be dealt with in confidence and, if service users wish, the provider will not be made aware of the identity of the service user unless it is deemed essential by the investigating officer.
Supporting People will ensure the service user is able to fully understand and participate in the process, adopting principles of equality and diversity, contacting any outside agencies that may be able to assist including the translation service.
Handling Safeguarding Complaints

If the complaint contains any concern regarding safeguarding this should be addressed through the relevant referral route. The Supporting People role is to act as ‘alerter’, whose primary responsibility is to alert the safeguarding teams of the incident and complaint.

Referrals should be made to the following:
• Safeguarding Adults referral (01472) 325181
• Safeguarding Children referral (01472) 325555

Safeguarding is everybody’s responsibility.

Complaints Procedure

Complaints can be made to the Supporting People team by:
• Telephone (01472) 324865.
• E-mail to supportingpeopleadmin@nelincs.gov.uk
• Council web site www.nelincs.gov.uk
• Letter addressed to The Supporting People Team, Unit 8/9, Acorn Business Park, Moss Road, Grimsby, North East Lincolnshire, DN32 0LT.
• In person at the Supporting People Team office address as above.
When we receive a complaint, we will launch an inquiry immediately and acknowledge the complaint in writing within two working days, keeping the complainant informed of the complaint process and progress of the complaint.

If the complainant is not happy with the outcome of the first stage inquiry then a more detailed investigation will need to be carried out in the Stage 2 investigation. At this stage the complainant will receive a response after 15 working days.

Ombudsman

The complainant has recourse at any stage to have their complaint investigated via an external procedure available through the Ombudsman. Please refer to Service User Complaints Procedure – Provider document for further information.

If the provider is a registered social landlord contact:
Housing Ombudsman, 81 Aldwych, London, WC2B4HN
Tel: (020) 7421 3800
E-mail: info@housing-ombudsman.org.uk

If the provider is part of the council contact:
Local Government Ombudsman, Beverly House, 17 Shipton Road, York, YO30 5FZ Tel: (01904) 380200.