

Suggestions, Concerns and Complaints Policy Statement

Circles Network welcomes suggestions to help improve the quality of its support.

This policy statement is for use by people who are supported, their families, advocates, professionals or others who have an interest in Circles Network. Circles Network needs and values the views and opinions of the people that we support and their representatives. We are often dependent on the sensitivity, empathy and concern of significant people to raise concerns or complaints on behalf of individuals.

Circles Network staff and volunteers should raise any suggestions, concerns or complaints with their line managers.

Policy statements

Circles Network is committed to seeking the views and concerns of all people we support. All responses, however they may be expressed, will be taken seriously and resolved as quickly as possible.

Circles Network will ensure that people supported and/or all significant people are fully conversant with the Complaints Procedure and that it is expressed in a user friendly and accessible manner. People and their representatives will be encouraged to use the procedure.

Staff will be trained in responding to suggestions, concerns and complaints. Wherever possible, complaints will be resolved at a local level.

Managers will record all suggestions, concerns and complaints received and action taken.