

## How we respond to complaints - guide for families

We encourage feedback from both people we support and their families. Our complaints procedure ensures all complaints are carefully documented and monitored to help us to improve the quality of care, support and the overall service we provide.

Our [complaints policy](#) defines a complaint as “Any expression of dissatisfaction about services or actions, even if the word ‘complaint’ isn’t used when the matter is raised”. This does not include things like service requests (e.g. the first time a repair request is made), or issues over 12 months old (unless related to safeguarding).

Complaints can be made in person, by telephone, in writing, via email, or by text, by contacting local or central management directly or by sending the complaint to the trust office in Malton ([trustoffice@cvt.org.uk](mailto:trustoffice@cvt.org.uk)).

### Our complaints process

Please refer to the diagram (right) for an explanation of our complaints process, including timescales.

In some circumstances, we may involve your family member to confirm they are happy with a complaint being raised on their behalf and for confidential information about them to be shared and to invite their views.

If, at the end of this process, you are not happy with the response, you will be signposted to organisations (such as the [Local Government & Social Care Ombudsman](#)) who may be able to assist.

### Are there any exceptions?

If the complaint is of a safeguarding nature, the safeguarding procedure will need to take precedence and the local authority’s safeguarding team informed and their direction followed as to how to proceed.

We reserve the right to refer to previous correspondence or not engage with vexatious complainants

