



## Advocacy in Greenwich

### Complaints Procedure



Advocacy In Greenwich wants to make sure that everyone who uses our services or supports somebody who uses our service can tell us what they think about what we do.



This helps us to make sure that we are doing all what we can, to do our work well and to make it better, if we are not.



If you are not happy or wish to complain about anything that Advocacy In Greenwich Trustees, workers and volunteers have done or are doing, this is what you can do and this is how we will try and sort it out.



Different steps will be followed for paid staff, volunteers who work directly with people who use our services and the Trustee Board and Trustees.

## Trustee Board and Trustees



1. If you have a problem complaint about a member of the Trustee Board and Trustees, you can speak to or write to the Chair of the Trustee Board and Trustees and they must get back to you in writing or agree to meet with you within 2 weeks. You can have a friend or supporter with you at this meeting.
2. If you have a problem with or a complaint about the Chair or Trustee Board and Trustees, you can speak to another member of the Trustee Board and Trustees (the person who deals with staff issues) they must get back to you in writing or agree to meet with you within 2 weeks. You can have a friend or supporter with you at this meeting.



## Volunteers



If you have a problem with or a complaint about your advocate, then you can speak to or write to the person who supervises/supports your advocate and they must get back to you in writing or agree to meet with you within 2 weeks. You can have a friend or supporter with you at this meeting.





If you are still not happy or things have not changed, you can speak to, or write to the Director and they must get back to you in writing or agree to meet with you within 2 weeks. You can have a friend or supporter with you at this meeting.



If you are still unhappy or things have not changed, you can talk to or write to the Chair. They must get back to you in writing or agree to meet with you within 2 weeks. You can have a friend or supporter with you at this meeting.

## **Paid Workers**



If you have a problem with or a complaint about a worker, then you can speak to the Director and they must get back to you in writing or agree to meet with you within 2 weeks. You can have a friend or supporter with you at this meeting.



If you are still not happy or things have not changed, then you can speak to or write to the Trustee Board and Trustees responsible for worker issues. They must get back to you in writing or agree to meet with you within 2 weeks. You can have a friend or supporter with you at this meeting.



If you are still not happy or things have not changed, you can talk to or write to the Chair of the Trustee Board and Trustees. They must get back to you in writing or agree to meet with you within 2 weeks. You can have a friend or supporter with you at this meeting.



If you need an advocate to support you through any part of the complaints process you can contact The Advocacy Co-ordinator at Lewisham Speak Up.



020 8691 7198



Advocacy Co-ordinator  
Lewisham Speaking Up  
Deptford Albany  
Douglas Way  
London  
SE8 4AG



It may be that what you are not happy about, means that we have to tell the Community Learning Disabilities Team, because this would mean that you are vulnerable as Greenwich Social

Services policy on Protecting (keeping safe) Vulnerable Adults says i.e. something has happened to you which is against the law. Complaints will be treated confidentially unless they are so serious that they may be breaking the law.



For staff, it would also mean that we would begin the disciplinary procedure (see Gross Misconduct under Disciplinary Procedure).

Signed. Barbara W. Trusta.....

Date. 16 July 2019.....

Date to be reviewed. 16 July 2021.....