



## How to complain to the National Forum of People with Learning Disabilities and the National Valuing Families Forum

August 2016



### About the forums

The National Forum of People with Learning Disabilities and the National Valuing Families Forum are funded by the Department of Health. They are supported by a 'host organisation', Inclusion North.

The forums, together with Inclusion North, have developed a 'Working Together Agreement'.

It sets out how we will work together, including a commitment to resolve things informally or find solutions together.

Inclusion North as the host organisation has the responsibility for making sure that any complaint or issues about members of the forum, or Inclusion North, is dealt with properly.

If you want to complain about members of either forum, or Inclusion North (in our role supporting the forums) please follow the stages set out below...

   	<p><b>Stage 1</b></p> <p>If you are unhappy or worried about something to do with the forums and don't feel you can solve this by talking about it with the people involved then you can complain.</p> <p>You can do this in writing, by email or by phoning Inclusion North as the host organisation.</p> <p>Please contact Lucy Virgo.</p> <p>Lucy works for Inclusion North and supports the two forums.</p> <p>You can contact her in writing at:</p> <p>Inclusion North, Woodhouse Community Centre, 197 Woodhouse Street, Leeds LS6 2NY</p> <p>You can contact her by email at:</p> <p><a href="mailto:lucyvirgo@inclusionnorth.org">lucyvirgo@inclusionnorth.org</a></p> <p>You can contact her on the phone via: <b>0113 2444 792</b></p> <p>If your complaint is about Lucy then you</p>



can contact Inclusion North and ask for it to be dealt with by another member of staff. This would usually be Lucy's Manager.

We will reply within 3 working days to say we have your complaint and how we are going to work with the Forum leaders to investigate it.



We will look at the issues you have raised. We may ask to meet with you if you agree.

We will write to tell you about the result of the investigation, and what we plan to do.

We will try to do this within 20 working days of getting your complaint.



## Stage 2

If you are unhappy with the response you have had then you can ask for a review.

This will be done by the Project Manager from Inclusion North (as the support organisation for the forums).

The Project Manager will look at the investigation and your complaint and why you are still unhappy.

They will do that review within 20 working days. They will talk to you or meet with you



	<p>to go through it if you want to.</p> <p>They will write to you with what they decide from the review. They will also tell you what to do if you are still unhappy with their decision.</p>
 	<p><b>Stage 3</b></p> <p>If after the review you are still unhappy with how your complaint has been dealt with or how the forums are working you can take the issue to the Chief Executive of Inclusion North.</p> <p>You must do this within 4 weeks of getting the information from the Project Manager review.</p> <p>They will look at what was done in stage 1 and stage 2.</p> <p>They will decide if they think the decisions were right or not and if Inclusion North on behalf of the forums should do anything else or the complaint is closed.</p> <p>In doing this review they will check with the Co Chairs of the Forum involved (if the complaint is not about them) on if the policy and Forum agreements have been followed.</p>



 <p>Department of Health</p>	<p>They will do this within 4 weeks of receiving the complaint.</p> <p><b>Timescales</b> If for any reason we cannot do any stage in the set timescale we will let you know, explain why and when we hope to finish it.</p> <p>If you are still unhappy with the response from the Forum or Inclusion North when the complaints process has been completed then you can contact the Department Health who fund the forums.</p> <p>Their complaints policy is at <a href="https://www.gov.uk/government/organisations/department-of-health/about/complaints-procedure">https://www.gov.uk/government/organisations/department-of-health/about/complaints-procedure</a></p>
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