

# Tell Us

How to make a complaint, give a compliment or tell us your views



PSS's approach  
to feedback

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**At PSS, people are often really happy with what we are doing and want to tell us about it. However sometimes the people we work with won't always be happy. We always try to make sure this doesn't happen but we know that it sometimes does. We are always looking to improve and learn from our mistakes.**

If you give feedback to us at PSS, we will always take it very seriously. If you are raising a concern or a complaint, we will make sure your concerns are investigated promptly and will keep you updated on our progress. We will aim to provide a full response to your complaint within a reasonable time and tell you what we are doing to make things right.

Alternatively, some people we work with may be really happy with us, and will want to make positive comments about the support they've received or something that we have done. We really appreciate you letting us know what we have done well - it helps us understand what people like, and is a positive thing for our staff to hear too.

If you want to give us feedback, you can do this in person, by phone, by email, online or using our external feedback form which you can get from a member of PSS staff. Full contact information can be found on the back of this leaflet.

## **How we respond to your compliments**

If we receive a compliment from you, we will always acknowledge it and ensure it is passed on to the relevant service manager and Head of Service. We report quarterly to our Board of Trustees the number of compliments that we receive and often give them examples. We often include examples of compliments in our end of year reports and impact reports as real examples of where we have made a difference. Furthermore, our Chief Executive likes to share good news stories in a weekly blog, and often shares compliments in recognition of the staff member or team with their wider colleagues.

## **How we respond to your complaints**

- **Informal concerns** - If we can resolve your issue quickly, we will speak to you directly to let you know of any action to be taken. We call this a 'concern' or 'informal complaints', as it is something that we can deal with promptly and doesn't require a full or formal investigation.
- **Formal complaints** - If you are not happy with how we have dealt with your informal complaint or if we think the issue you have raised is more complex, we will appoint a complaint manager to look into your issue in more detail. This is then a 'formal complaint' and is dealt with under a different process.

When you make a formal complaint, it is best if you explain what your complaint is really clearly - breaking it down into separate points if possible, and also advising what you want to happen as a result of the complaint and how you think we can put things right.

## Stage One - Formal Complaint

At Stage One, we will acknowledge your complaint within **5 working days** of receipt. The complaint manager will then conduct an investigation into your complaint, and aim to respond within **20 working days** of receipt of the complaint. We will let you know if there is a delay which means we cannot meet the deadline.

We will always aim to tell you what we have done, what we have found, what the outcome is – whether your complaint has been upheld or not – and if so, what we are doing to make things right.

## Stage Two - Appeal Stage

If you think there is an issue with the response to your complaint at Stage One, you can appeal and ask that it proceed to Stage Two as long as you tell us within **15 working days** of receiving the Stage One response.

We will only really consider a Stage Two Appeal complaint, where you can demonstrate that there was something wrong with the Stage One investigation or something different that could affect the outcome. Simply disagreeing with the findings is not enough to ask for a Stage Two response; as it would mean we would just be repeating the process with the same facts, and reaching the same conclusion. It's important that you make clear what parts of our findings you disagree with and are appealing against.

Examples of things that would trigger a Stage Two investigation would be where you feel we may have misinterpreted something important, or there is a factual inaccuracy in our report, or you think there was unfairness or bias, or we have not reached a fair conclusion on the facts and have not done enough to put things right.

If we agree that your complaint should proceed to Stage Two, again we will acknowledge your complaint within **5 working days** of receipt. The complaint manager will then conduct a further investigation into your complaint, and aim to respond within **15 working days** of receipt of the complaint.

## Stage Three - Final Review

If you are still not happy that we have dealt with your complaint properly, then there is one final stage which is 'Final Review' which you can request within 10 working days of receiving the Stage Two response. Again, it's not enough to just be unhappy with the findings because you disagree with them. You can only proceed to Stage Three if you feel that we have not followed the complaints process correctly, or that we have acted improperly when dealing with your complaint. It's about the **process** rather than the **finding**.

If we agree that your complaint should proceed to Stage Three, again we will acknowledge your complaint within **5 working days** of receipt. The appeal will then be sent to the 'Final Reviewer' who is usually the Chief Executive or a member of the Leadership Team. They will then look at what has happened throughout the first two stages to determine if there have been any issues with the process which means that our findings could be unreliable. The Final Reviewer will aim to respond within **15 working days** of receipt of the complaint.

This is the final stage of the process, and you cannot re-submit the same complaint.

## Further Remedy



If you're not satisfied with the outcome of the PSS Complaints procedure, you may wish to take the complaint further.

- In England, you can contact the Local Government and Social Care Ombudsman on **0300 061 0614**
- In Wales, you can contact the Public Services Ombudsman for Wales on **0300 790 0203**
- On the Isle of Man, you can contact the Independent Review Body by writing to them at PO Box 281, Douglas, IM99 2SH

Alternatively, you may also be able to take this further by approaching one of the following for advice:

- **Citizens Advice Bureau** • **Specialist Advocacy Service Law Centre**
- **Private Solicitor** • **Care Quality Commission** • **Care Inspectorate (Wales)**
- **Isle of Man Government (Dept of Health)** • **Charity Commission**

However we will always do our best to work with you to resolve your concerns or complaints as soon as possible.

## How to give feedback

### Contact your service or team.

If you want to make a complaint, pay a compliment or tell us anything, you can get in touch with any member of staff. They can pass on your comments or send you a feedback form.

**In Person**, by talking to a member of the team that you receive your service from, or at PSS Head Office at Eleanor Rathbone House by asking for the Tell Us team.

**By Email**, writing to us at [thetellusteam@pss.org.uk](mailto:thetellusteam@pss.org.uk)

**By Post**, writing a letter to us or filling in a feedback form and sending it to PSS Tell Us Team, Eleanor Rathbone House, 24 Derby Road, Liverpool, L5 9PR.

**By Telephone**. If you don't want to speak to the staff you normally deal with, you can contact the Tell Us team on **0151 702 5524**, where we have staff who are trained to deal with your feedback.

**Online** by visiting our website and completing the online form: [psspeople.com/who-we-are/tell-us](https://psspeople.com/who-we-are/tell-us)

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