



Red Card Gambling Support Project C.I.C.

Complaint's policy and procedures 2022.

1. Introduction and policy statement

Red Card always aims to provide a high standard of care in all our services.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. Customer service is a top priority of Red Card, and all customers will be treated promptly and respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, or social or economic status. If you are unhappy with any of our services, you must let us know immediately

If a complaint alerts us to possible abuse or neglect, or our client is dissatisfied with the service Red Card have provided, Red Card will ensure your complaint is dealt with professionally and swiftly. Red Card will also ensure to give you a written acknowledgement of your complaint within 5 days of receiving your complaint, and your complaint will be logged and stored. The aim is to investigate your complaint thoroughly and give you a formal reply within 10 days, setting out how the problem will be dealt with, and by whom.

2. Making a complaint

Red Card aims to handle complaints quickly, effectively and fairly and honestly. Red Card take all complaints seriously and use valuable information from investigating to help us improve the service Red Card provide. Red Card treats all complaints in confidence. Red Card assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

3. Who can complain?

Anyone affected by the way Red Card provides services can make a complaint.

A representative may complain for the affected person if they:

- have died
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

4. How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative

Where someone complains orally, Red Card will make a written record and provide a copy of it within 3 working days

- by letter
- by email

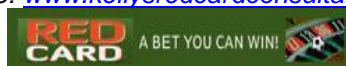
5. Anonymous complaints

Red Card deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so Red Card can tell you the outcome of our investigation.

6. Responsibility

The Registered Manager or CEO has overall responsibility for dealing with all complaints made about their service.

Red Card will provide as far as is reasonably practical:





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- any help you need to understand the complaints procedure; or
- Advice on where you may get that help.

7. How does Red Card handle complaints?

The Registered Manager or CEO may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

Red Card will acknowledge a complaint within 5 working days and give you the name and contact details of the person investigating it.

Red Card will keep you informed about the progress of the investigation. Red Card aims to have all complaints finished to a resolution within 28 working days unless Red Card agrees to a different time scale with you.

When Red Card have finished investigating, Red Card will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the findings.
- any action Red Card has taken; and
- Our proposals to resolve your complaint.

8. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, Red Card may not be able to investigate properly. But Red Card shall also consider whether you had a good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

9. Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact **Mr Tony Kelly [CEO]** at:

Red card gambling support project
24 Millbrook Road
Edmonton
London
N9 7HX

Tel: 07444 512184

Email: Tony@redcardgambling.org

Once Red Card has dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government and Social Care Ombudsman (LGSCO) and ask for it to be reviewed. The LGSCO provides a free independent service.

You can contact the Ombudsman at:

Tel: 0300 061 0614

Website: www.lgo.org.uk

NB: The LGSCO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.





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This policy has been developed and approved by the RED CARD board of directors.

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1st January 2022.

