



How to make a complaint

We are committed to encouraging service users and stakeholders to provide feedback, so we can develop and improve our services. We welcome comments regarding our range of services, where you think things have gone well also and when things have not gone so well. If you are not satisfied with the service you are receiving, you have the right to make a complaint and we will endeavor to resolve your complaint quickly and efficiently.

We will always aim to address any concerns you raise as early as possible. If you are able to do so, please talk with a member of staff who is supporting you (including delivering training/recovery programmes), and the member of staff will do their best to resolve your complaint in the first instance.

If you feel you are unable to raise your issue this way, there are alternative ways to do so;

Email; feedback@nidasnorfolk.co.uk

Phone; 0300 561 0555

In writing; PO BOX Leeway
City Hall
Norwich
NR2 1NH

Most issues can be resolved in a straightforward way via a telephone call or email to the NIDAS Service Manager. However, if your complaint involves the NIDAS Service Manager please refer your correspondence to the Chief Executive Officer (Leeway Domestic Violence and Abuse Services, using the same address as above). If you have taken this step and are still not satisfied with the outcome, you may wish to accelerate your complaint, you can do this by using our "Complaint Procedure" which is outlined below.

Please note, if you are making a complaint about the person currently supporting you/your child, please be assured, support will continue to be offered to you if deemed appropriate, by an alternative staff member, whilst the complaint is being investigated.

This feedback is invaluable in helping us to adapt and improve our work and evaluate future services. Please note;



The NIDAS service provider is Leeway Domestic Violence and Abuse Services. They are required to raise all complaints with the Lead Commissioner who is the Police and Crime Commissioner for Norfolk.

Procedure

Step 1. Making a Complaint

- Whilst there is no time limit, it is preferable to make a complaint as soon as the incident has taken place. The maximum of twelve months should not have passed between the incident and receipt of the complaint.
- Please contact the NIDAS Service Manager by calling 0300 561 0555, or via email feedback@nidasnorfolk.co.uk, or in writing to PO BOX Leeway, City Hall, Norwich, NR2 1NH.
- Please tell us if you have already talked to someone in NIDAS about your complaint and the outcomes.
- If you feel you are unable to talk with someone, please let us know why.
- Please explain in detail, what your issue is, including any dates, times, places and names. Please include any copies of documents which may support your complaint.
- If your complaint is about a member of NIDAS staff, this will directly be addressed with them by the NIDAS Service Manager. If your complaint is regarding the NIDAS Service Manager, this will be addressed by the Chief Executive Officer (Leeway Domestic Violence and Abuse Services).
- To enable a response from your complaint, please ensure you give full contact details.
- Once correspondence has been received by the NIDAS Service Manager, you will receive a receipt of acknowledgement.



2. Investigating your complaint

The NIDAS Service Manager is responsible for investigating your complaint.

If the complaint is regarding the NIDAS Service Manager, this will be managed by the Chief Executive Officer (Leeway Domestic Violence and Abuse Services).

2.1 Responding to your complaint

The NIDAS Service Manager will write to you within 28 days of your complaint, outlining any proposed remedial action. If you are unhappy with the content of this, you are able to appeal this decision.

**You can withdraw your complaint at any time by
contacting
The NIDAS Service Manager.**

3. Request an Appeal

To do this, please write to the NIDAS Service Manager and Chief Executive Officer, (Leeway Domestic Violence and Abuse Services), giving the reasons why you do not agree with the outcome of your complaint and request an appeal.

Please do this within four weeks of receiving the outcome letter about the result of your complaint.

We will acknowledge receipt of your appeal.

3.1 Conducting your appeal

Your appeal will be reviewed by the NIDAS Service Manager and overseen by the Chief Executive Officer. A response will be made within 28 days.



4. Result of your appeal

If you do not agree with the outcome of your appeal, please forward to The Office of the Police and Crime Commissioner for Norfolk, following this email address OPCCNCommissioning@norfolk.police.uk.

Your appeal will be acknowledged by receipt and a response will be made within 28 days.