

## Complaints Procedure

Last Review Date: February 2026

### Contents

1. Introduction .....	2
2. Who Can Complain?.....	2
3. How Complaints are Made .....	2
4. How Likewise Deals with Complaints .....	2
5. Recording Complaints.....	3



## 1. Introduction

Likewise is committed to providing high quality services. We recognise that the users of our services should be able to influence the planning, delivery and development of the services we deliver. Likewise welcomes feedback and suggestions from all our stakeholders, and we aim to deal with dissatisfaction or complaints at the earliest opportunity.

The formal complaint procedure outlined in this document is to be used where we have failed to address concerns to a stakeholder's satisfaction, or where there is an issue of a serious nature that cannot be dealt with on an informal basis.

## 2. Who Can Complain?

Anyone who comes into contact with our services or our staff may wish to complain. This includes services users/clients, carers, volunteers, trainees on our training programmes, visitors, partners and other stakeholders. All complaints will be recorded, dealt with and monitored in the same way.

## 3. How Complaints are Made

Complaints can be made informally or formally, verbally or in writing, by telephone, email or in person. If a complainant is worried about making a complaint, they can ask someone else that they trust (for example an advocate, relative, friend, or another support provider) to do so on their behalf.

\* Email: [contactus@likewise.org.uk](mailto:contactus@likewise.org.uk)

\* Telephone: 020 7278 4437

## 4. How Likewise Deals with Complaints

Where possible, a complaint should be dealt with by the member of staff who receives it, or a more senior staff member if appropriate, as soon as it is raised. In most cases, an explanation as to why the problem has occurred, an apology and reassurance that the issue is being dealt with will satisfy the complainant.

If the complaint can be resolved at this stage it just needs to be mentioned in the post-session or visit notes.

Where an issue is more complex, or the complainant wants to make a formal complaint, the following process will be used:

1. The complaint goes to Floating Support Key Worker, Service Lead or Co-Director who will write to the complainant within 5 working days to confirm they have received the complaint and explain what action is being taken. Unless there are exceptional circumstances (in which case, they should be explained to the complainant) the Floating Support Key Worker, Service Lead or Co-Director will respond fully to the complainant within 21 days.
2. The Floating Support Key Worker, Service Lead or Co-Director will investigate the complaint. This may mean speaking directly to the complainant, staff, and any other relevant parties, and reviewing evidence to establish the facts of the case. The Floating Support Key Worker, Service Lead or Co-Director will also find out what the complainant would like to see happen as a result of their complaint and be clear that this will be considered but may not be the outcome. This might involve a conversation with the complainant and/or their chosen friend or advocate.
3. Once the investigation is complete, the Floating Support Key Worker, Service Lead or Co-Director will write to the complainant with the findings and outcome, including (where appropriate) the actions we have taken as a result of the complaint. The complainant should be informed of the next stage of the complaint's procedure. If the Co-Director has not yet been involved in the process, then the complainant may have their complaint reviewed by the Co-Director.
4. After the complaint has been reviewed by the Co-Director, if the complainant is still not happy, they can take their complaint to the Likewise Board of Trustees. The Board of Trustees will review the complaint and respond within 35 days. Their decision will be final.
5. If a complaint is made relating to a member of staff, then the investigation will be undertaken by the Co-Director.
6. Where a complaint concerns the Co-Director or a member of the Board of Trustees, the investigation will be conducted by a Board member who's not the subject of the complaint.
7. Where relevant, the Co-Director or Board member in their response will give details of the service commissioner who may be contacted if the client is not satisfied with the service response.

## 5. Recording Complaints

Likewise will record complaints as part of the debrief from Hub sessions or one-to-one visits or on a service user's individual electronic file if the complaint is not linked to a session or visit, including actions to be taken and in progress.