

Supporting People Vision Statement

Supporting the well-being of Cumbria's people and communities by:

- Supporting people to be **independent**.
- Supporting people to be **part of their community**.
- Supporting people to have a real **choice** about the services they need.

What is Supporting People?

Supporting People is a way of funding housing related support for vulnerable adults. It is a national programme and is a working partnership between Cumbria County Council, Carlisle City Council, Allerdale Borough Council, Copeland Borough Council, South Lakeland District Council, Barrow Borough Council, Eden District Council, National Probation Service (Cumbria area) and Health.

How to get this booklet in another format or language

If you need this document in another format (for example CD, audio cassette or Braille) or in another language, please telephone 01228 606060.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01228 606060 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 01228 606060

Jeigu norėtumėte gauti šią informaciją savo kalba, skambinkite telefonu 01228 606060

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer 01228 606060

Se quiser aceder a esta informação na sua língua, telefone para o 01228 606060

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen 01228 606060 numaralı telefonu arayınız

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How to make a Complaint



Any service user has the right to make a complaint to Supporting People about their provider if:

You have given the provider a chance to look into your complaint and reply to you, but you are not satisfied with their response.

However Supporting People will not investigate a complaint in the following situations:

- 1 You knew about the situation for more than 12 months before informing Supporting People (unless Supporting People think the matter should be looked into despite the delay).
- 2 You could appeal about to a tribunal, councillor or go to court about the complaint (unless Supporting People feel that there are good reasons why you should not be expected to do so).
- 3 You have already appealed to a tribunal, councillor or have taken court action against the provider. Court actions, include, evidence given to the court or, actions and decisions by the provider and court staff in those proceedings.
- 4 Some commercial or contractual matters with the provider.
- 5 The provider has already, or is willing to take satisfactory action to resolve your complaint.

How can I make a complaint about the service I receive to Supporting People?

1 If you are unhappy about the service you receive.

If you are unhappy about the quality, or any other part of the service you receive, you should make a complaint to the organisation that provides the service to you.

2 What if my complaint is not dealt with properly by the service provider, or I am not satisfied with the outcome?

If you feel that your complaint has not been handled correctly or are still unhappy about the outcome then you can contact Supporting People directly, for them to look into your complaint.

3 Who do I contact at Supporting People.

You can contact any member of the Supporting People team (details on how to contact the team are at the back of this leaflet) who will take some basic details and information from you. The Supporting People manager will investigate your complaint.

What happens next?

Step 1

Upon receipt of your complaint an acknowledgement letter will be sent to you detailing how long the complaint should take to be investigated.

Step 2

The Supporting People manager may choose to carry out one or more of the following actions:

- A desktop review examining all evidence without visiting any parties.
- Interviewing, by telephone or visit, all parties involved in the complaint.

Step 3

Supporting People will make a decision based upon the evidence received and any interviews that may have been carried out.

Step 4

Supporting People will inform all parties concerned by letter about the decision reached through the investigation and any corrective measures that may be required.