

Skills for Care Feedback Policy

Skills for Care supports adult social care employers to deliver what the people they support need *and* what commissioners, and regulators expect. We do this by helping employers get the best from their most valuable resource - their people. Our practical support helps leaders and managers recruit, develop, and lead their staff, and keep them.

It is our aim to give the best possible service in all areas of our work. To enable us to do this, we need to know how you feel about how we do our work. We welcome your comments on any aspect of Skills for Care's service whether these are positive, negative or suggestions for improvement.

To ensure consistency in dealing with feedback across Skills for Care, procedures are in place for collecting, recording, responding to and reporting on feedback received.

We encourage everyone to put their name to all feedback sent to Skills for Care. We recognise that sometimes there are circumstances in which someone may prefer to remain anonymous, but this can make it difficult for us to investigate fully and we will not be able to provide a response. Due to these difficulties, we investigate anonymous complaints at our discretion.

Are you content with what Skills for Care does?

We are always delighted to hear about the things you like. This helps us identify those areas where we are really performing well and learn from that. It also means we can pass this on to the staff concerned.

Got an idea about how we can do things better?

You might think we do a good job but could do it even better or that we could be doing something we haven't thought of. We welcome all your suggestions for improvements to current services.

Concerned about anything Skills for Care does?

When we get something wrong, we need to know so that we can put it right. If you are unhappy about any aspects of the service we provide, we want to know about your concerns. We view concerns as valuable feedback about our work and will use the feedback to review how we do things, to learn from our mistakes and to improve the service you receive from Skills for Care.

How to give us feedback

We welcome all positive feedback, but also welcome feedback that tells us when we may have got something wrong. Our aim is to resolve concerns quickly and at an early stage.

There are three ways to submit your feedback to us:

1. **Talk to us** - to start with you might like to talk to a member of Skills for Care staff who will try to help with your concerns. This often works and we can improve our service as a result. They will also tell you whether your concern falls within our control and if not, where you can direct your concern.
2. **Complete a web form** - If you do not want to speak to someone directly, or you have done so and are still not satisfied, please complete this webform. <https://forms.office.com/r/87vznY0wkp>
3. **Email, phone or write to us** - you can send us feedback by:
By email: feedback@skillsforcare.org.uk
By post: Feedback Manager, Skills for Care, West Gate, 6 Grace Street, Leeds, LS1 2RP
By phone: 0113 245 1716

Please note that all our staff are currently working virtually during the Covid-19 pandemic so it may take longer to reply to letters sent in the post.

Whatever method you choose to use, please make sure you tell us about:

- What it is that you are complimenting us on;
- You don't want to complain, but want to give us a suggestion on how we could do something better in future;
- If you do wish to lodge a formal complaint, then please tell us:
 - the issue, including what has happened, when it happened, and the background if you think it's relevant
 - what you've done to try and resolve it
 - what you want us to do to put things right

What we will do

When we receive your feedback, we will:

- If a compliment, pass this on to the relevant manager.
- If a suggestion, pass this on to the relevant manager.
- If you lodge a formal complaint:

- Let you know within five working days of its arrival that we've received your correspondence. (Please note there may be a delay in replying to feedback sent via post due to the Covid-19 pandemic)
- Investigate your concern straight away.
- Inform you of the result of our investigation as quickly as possible, and within 20 working days (four weeks) of your complaint.
- Give you a full explanation for our response.
- Carry out any actions we have promised

If you are not satisfied with the result of your complaint, then we will give you advice on the appeal process and where to go for further help.