



## Norfolk Learning Disability Complaints, Compliments and Comments

The Norfolk Learning Disability Partnership is committed to working in partnership to deliver and implement a local Learning Disability strategy.

The Norfolk Learning Disability Partnership cares about experience you have with us. When you tell us what you think it helps us identify good practice and what needs to be improved.

The Norfolk Learning Disability Partnership Board is a partnership of people with Learning Disabilities, Families, Carers, Voluntary organisations, statutory bodies and service providers. We value your feedback on any aspect of the partnership and how we work together to deliver the local Learning Disability strategy.

If you would like to send a compliment, complaint or comment please do so by the methods below:

### Compliments

If you would like to compliment a member of the NLDP or the work the NLDP does, you can do this by emailing [contact@norfolkldpartnership.org.uk](mailto:contact@norfolkldpartnership.org.uk).

### Comments

If you would like to compliment a member of the NLDP or the work the NLDP does, you can do this by emailing [contact@ldnorfolkpartnership.org.uk](mailto:contact@ldnorfolkpartnership.org.uk).

### Complaints

If you have tried to informally resolve a concern about the NLDP or its members and wish to take your concern further, you can make a formal complaint by emailing [contact@norfolkldpartnership.org.uk](mailto:contact@norfolkldpartnership.org.uk)

You cannot submit a complaint if:

- You have raised a concern orally and it was resolved by the end of the next working day
- You are a member of the Norfolk Learning Disability Partnership Board or one of its working groups. Please refer to the Norfolk Learning Disability Partnership Volunteering Problem Solving if this is the case.



- You have already raised a complaint that is being considered under the complaints process
- Your complaint has been or is being investigated by an Ombudsman.
- If legal action is underway

## **Confidentiality**

Complaints made to the Norfolk Learning Disability Partnership will be treated in confidence. The Norfolk Learning Disability Partnership Coordinator will only pass details of the complaint to those NLDP members and partner organisations who need to know in order to investigate it.

Confidentiality cannot be guaranteed where a vulnerable person is considered to be at risk and ASD Helping Hands safeguarding procedures apply. In these circumstances the NLDP may have to share the information with relevant departments outside of the NLDP. Those who make their complaint public in the media forfeit their right to anonymity and the right to confidentiality.

## **Complaint Process**

The NLDP finds that most concerns can be resolved informally. However, we recognise there may be times when you wish to raise a complaint.

Our complaints procedure is designed to resolve your complaint quickly and fairly. Where a complaint is particularly complicated and requires extensive investigation, complainants will be informed as to how long the process will take, and when they can reasonably expect a response.

The NLDP engagement working group has the discretion to decide whether a complaint falls within the scope of the complaints process. It may decide that a complaint or representation can be best dealt with using a different route, i.e., restorative meeting or other related processes available through a partner.

## **Stage 1**

To raise a complaint please write to [contact@norfolkldpartnership.org.uk](mailto:contact@norfolkldpartnership.org.uk) :

- Advise us what steps you have already taken to resolve the concern informally.



- Advise what you would like to see as an outcome. They could simply be recognition of how an issue made you feel and acknowledge that something is in place to ensure this does not happen again.

The Norfolk Learning Disability Partnership Coordinator will confirm your stage 1 Complaint within 10 working days advising on the next steps and timeframes.

The NLDP seeks to resolve stage 1 complaints within 20 working days from acknowledgment of the complaint.

## Stage 2

If you are not satisfied with the initial response, please write to [contact@norfolkldpartnership.org.uk](mailto:contact@norfolkldpartnership.org.uk) .

- Advise why you are not satisfied with the outcome from the Stage 1 process
- Confirm what you would like to see as an outcome

The Norfolk Learning Disability Partnership Coordinator will confirm receipt of your complaint within 10 working days and advise on next steps and timeframes.

The Norfolk Learning Disability Partnership Board seeks to resolve Stage 2 complaints within 30 working days from acknowledgment of the stage 2 complaint.

The Norfolk Learning Disability Partnership Board's decision on Stage 2 complaint is final.