

A Guide to....

Comments

Compliments

Complaints

About Derbyshire Probation Area

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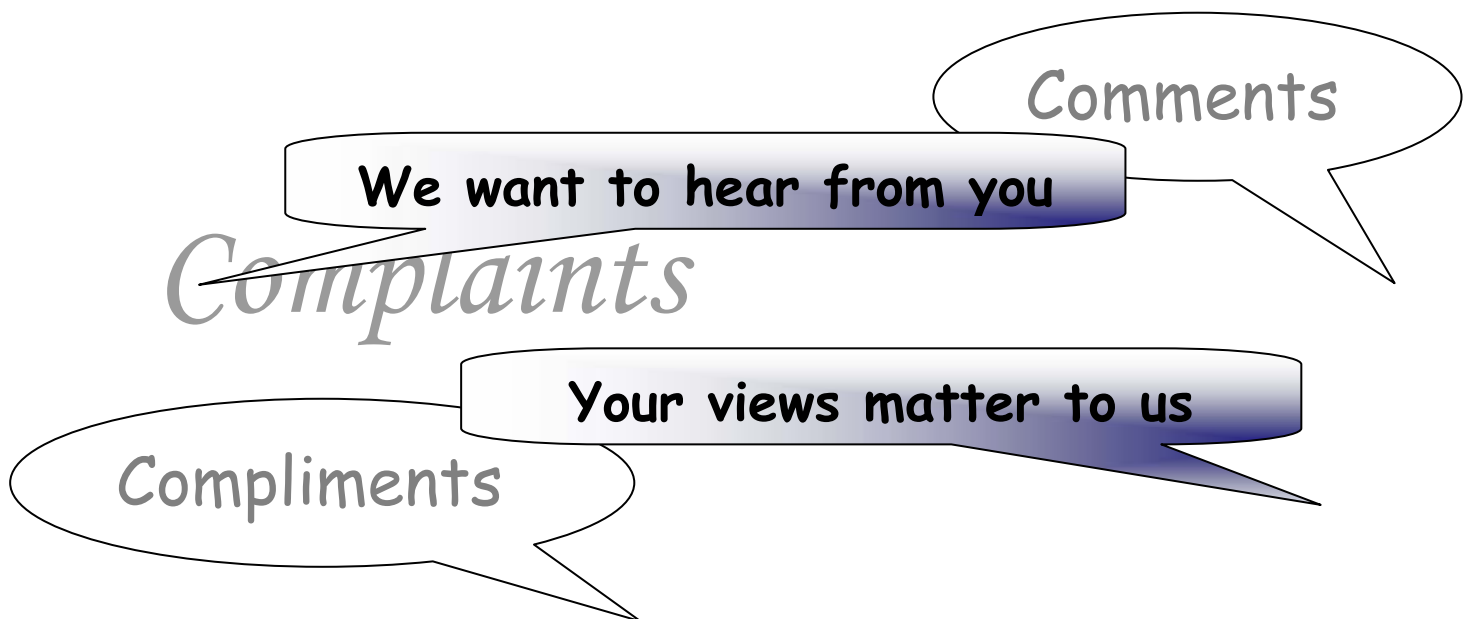
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Introduction

We want to receive your views about the services we provide to you. Your views matter to us. They help us to achieve the high standards we aim for.

Would like to:

1. Provide a **comment** - raise a concern or make a suggestion.
2. Give a **compliment** about a service or staff member.
3. Make a **complaint** - a form of dissatisfaction about a service you have received or if you are unhappy about the way you have been treated.



We want to hear from you

Derbyshire Probation Area believes that all users of our services should:

- Receive the best possible services that are responsive and appropriate to their needs.
- Be treated equally with understanding and respect.
- Receive clear information about the standards our services should meet.
- Be able to obtain services and information easily.
- Have the opportunity to take part in making services better.

If you have a comment, compliment or a complaint you can:

1. Speak to your *Offender Manager*, *Divisional Office Manager* or the manager of the service you are concerned about.
2. Complete the form at the **back** of this booklet, detach it and send it to:

Office Manager

National Probation Service Derbyshire Headquarters
18 Brunswood Road
Matlock Bath
Derbyshire
DE4 3PA

- Contact the *Office Manager* on:

Phone: 01629 580024 / Ext 229

Fax: 01629 580838

Website: www.dpsonline.org.uk

Comments and Complaints

We aim to use your comments and compliments to affect the decisions we make about the services we provide. They help to promote good practice and where you tell us good practice is occurring we can use the information to improve in other areas.

Compliments are much appreciated. Feedback from the people to whom we are providing a service is the most important feedback of all.

Compliments about individual staff members will be sent to their line manager and details will be recorded on their file.

Complaints

Our approach to your complaints:

- Your views matter
- All complaints or concerns will be thoroughly and fairly investigated
- If we are at fault we will attempt to put things right
- It is your right to complain
- No one will be treated less favorably because they make a complaint.

Complaints

The complaint procedure has three stages:

Stage 1 - Local Resolution (Informal)

Our aim is to resolve any complaint swiftly and satisfactorily within 20 working days. The Manager of the service you are concerned about will take responsibility for resolving your complaint either by sending you a written response or by inviting you to a meeting.

If you are dissatisfied with the way we have resolved your complaint or with the response we have given, you can ask for your complaint to be taken to the next stage - Stage 2. You must do this within 10 working days of our response to you.

Stage 2 - Formal Investigation

An Investigating Officer will be appointed to investigate your complaint. They will be independent and can either be appointed internally from Derbyshire Probation Area staff. If the Investigation Officer is appointed internally, they will not be in direct line management of the service or person you are complaining about.

A complete and thorough investigation into your complaint. This may involve interviewing you to establish what you are dissatisfied about and also interviewing any member of staff involved in your complaint.

After that investigation a report will be written and a response sent to you by a senior manager. The whole process should take 25 working days.

If you are still unhappy with your Stage 2 response you can ask for your complaint to be taken to the next stage of the procedure. You must do this within 15 working days of receiving your Stage 2 response from us.

Stage 3 - Appeals Panel

A group of independent people, called the Appeals Panel will meet to review your complaint. Their role will be to address your complaint(s) and desired outcomes and also to consider whether the Stage 2 investigation was carried out correctly. The Appeals Panel will make recommendations to the Secretary of the Derbyshire Probation Board who will consider the recommendations and give you a written response.

If you remain unhappy with the way your complaint has been investigated or you are not happy with your Stage 3 response, you can contact:

Prison and Probation Ombudsman

Tel: 020 7035 2876

Or Write: The Prisons and Probation Ombudsman
Ashley House
2 Monck Street
London
SW1P 2BQ

Where to go for more information

For further information about the Derbyshire Probation Services Comments, Compliments and Complaints procedure, please contact the Office Manager as detailed below:-

Tel. 01629 580024 / Ext 229

Fax 01629 580838

Write to: Office Manager
Derbyshire Probation Area Headquarters
18 Brunswood Road
Matlock Bath
Derbyshire
DE4 3PA

Access to Records

Under the Data Protection Act 1998 you are entitled to know what personal information NPS Derbyshire holds about you, what the information is used for, and with whom this information is shared. Please contact us if you require access to your information as detailed above.

Do you think we could improve this leaflet?

Please let us know what you thought of this leaflet and if you have any ideas about the ways we could improve it.

Phone: 01629 580024

Fax: 01629 580838

Web: www.dpsonline.org.uk

If you would like help with translating any part of this publication into your language or would like it in a different format, please tick one box, write your name, address and phone number, and send to the address below.

Other language: _____

Audio Tape CD Computer Disk

Braille Large Print

Your name:

Your address:

Post code:

Tel:

Please return to:

Office Manager
National Probation Service Derbyshire
Headquarters
18 Brunswood Road
Matlock Bath
Derbyshire
DE4 3PA

Comments, Compliments and Complaints about Derbyshire Probation Area Services

Please complete the form in black ink.

Name:

Mr / Mrs / Ms:

Address:

Postcode

Telephone:

Date form completed:

I would like to make a: *(please tick one)*

Comment

Compliment

Complaint

Equal opportunities monitoring

NPS - Derbyshire is committed to providing services fairly and without discrimination for all our customers. You are asked to provide the following information to help us monitor who in our community is using our comments, compliments and complaints procedure. We do this by storing information on a computer and you are under no obligation to provide this information. The information will be treated in the strictest confidence.

Please complete the boxes below.

Ethnic origin

Bangladeshi

Indian

Black African

Pakistani

Black Caribbean

Turkish

Black UK

Turkish Cypriot

Chinese

White UK

Greek

Other

Greek Cypriot

Please describe _____

Irish

Gender

Male

Female

Disability Do you consider that you have a disability?

Yes

No

Please now return your completed form to the Office Manager, National Probation Service Derbyshire, 18 Brunswood Road, Matlock Bath, Derbyshire, DE4 3PA - or hand into your local Probation Office for onward transmission.