

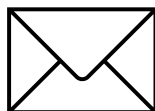
DurhamWorks Complaints and Compliments Procedure

DurhamWorks always welcome feedback about the service so we can improve the way we support people. If you would like to provide feedback, you can talk to your Progression Coach who can support the process and ensure DurhamWorks continue to improve its service for young people.

Ways to send feedback:

By writing to us at our
address:

DurhamWorks
Durham County Council,
2nd Floor Civic Centre
North Terrace,
Crook
County Durham
DL15 9ES



Or via our:

[DurhamWorks Website](#)

By sending us an email:
DurhamWorks@durham.gov.uk

**For attention of Progression
Manager Cheryl Temple or
Quality and Performance
Manager Helen Evans who
will direct your query to the
appropriate team leader**

DurhamWorks also have a Young People's Forum for those that receive the service. The forum is open to all of those supported by DurhamWorks. David Curry leads the forum which meets every month and if you would like to attend, please contact David.Curry3@durham.gov.uk.

What happens next:

- You do not have to give your name when providing feedback just be sure to let us know how to get in touch with you about your feedback if you wish to discuss it further.
- DurhamWorks will contact you within 10 working days and give you the opportunity to meet one of DurhamWorks team leaders or managers to discuss further. You can bring another person, separate to DurhamWorks, to support you to voice your feedback.
- You will be sent a copy of any notes or actions from the meeting by your preferred means (for example: email / letter).

What you can do if you are **still** not happy with the support you receive from DurhamWorks, or you do not feel your feedback has been resolved or listened to:

You can contact the Progression Manager, Cheryl Temple using the provided details:
cheryl.temple@Durham.gov.uk

Please see below summary of the complaints procedure.



1. The Formal Complaints Procedure for DurhamWorks Service is as follows:

Complaint is received by DurhamWorks

Stage 1

DurhamWorks Team Leader
responds to complaint.

Complaint resolved.

We hope to respond within 10 working days of receiving a complaint, but in the case of more complex complaints an extra 10 working days is allowed, in order to permit a more complex response

Complaint not resolved

Stage 2

DurhamWorks Progression
Manager responds to
complaint.

Complaint resolved.

We hope to respond within 10 working days of receiving a complaint, but in the case of more complex complaints an extra 10 working days is allowed, in order to permit a more complex response

Complaint not resolved

Stage 3

Further formal enquiries and
independent investigation
performed by Progression
and Learning Strategic
Manager

Complaint resolved.

Response within 25 working days but this can be extended up to a maximum of 65 working days and where this happens, we will keep you informed.

Complaint not resolved.
Please see below
Durham County Council
Complaints Policy.

Durham County Council Complaints Policy

If you are unhappy with the response you receive from DurhamWorks and the funding agency, you can contact Durham County Council through their [website](#) to ask for an independent investigation. This will be carried out by the Corporate Complaints Service. If they feel there would be no value to a further investigation, they may advise you to go to the Local Government Ombudsman.

Local Government Ombudsman

PO Box 4771

Coventry CV4 0EH

Tel: 03000 610 614

Text 'call back' to 07624 811 595 and someone from the LGO will ring you back

Website: www.lgo.org.uk

Reporting Fraud

If you or a DurhamWorks member of staff suspect fraudulent activity, your Progression Coach will explain how to raise any concerns and how the matter will be dealt with and provide a copy of the Anti-Fraud and Whistleblowing policy. Links below can be sourced via the DCC intranet which all DurhamWorks staff have access to.

Your Progression Coach will inform their line manager and the DurhamWorks Manager who will ensure the Corporate Director for Children and Young People's Service has been informed.

Links for DurhamWorks Staff:

[Anti-Fraud Statement](#)

[Fraud Response Plan](#)

[Fraud Guidance](#)

[Counter Fraud and Corruption Strategy – DCC Internal Contact Details](#)

Feedback on other support services (not DurhamWorks)

If you would like to provide feedback to another service you receive, separate to DurhamWorks, we can help you do this by ensuring you are in contact with the correct organisation and representing body.