

**Feedback and complaints policy**

**Listening to you**

NOPT is a membership organisation and listening to members, people with experience of social care services and colleagues is important to us. Listening to what people say about how we work helps us to know what has worked well and where we need to continue to improve and develop.

**Telling us what you think**

Sometimes we may not get things right and members and people we work with will want to let us know. If issues are raised with us, we will work to resolve them as quickly as possible. Issues and complaints can be made by email to **noptgetintouch@gmail.com.** The administrator will acknowledge receipt of the issue/complaint and will forward the complaint to the chair who will identify a committee member to look into the issue and respond.

**What we will do**

The identified NOPT committee member will work with you to look into your concerns. The committee member will let you know the outcome of your feedback within 30 working days of the date it was received. The outcome will also be shared with the chair and the NOPT committee to see what learning we can take from the outcome and the feedback.

If you are not happy with the outcome of the investigation, you can ask for your issue or complaint to be reviewed by a NOPT committee complaints panel. Please let us know by sending an email to **noptgetintouch@gmail.com** within 30 working days of receiving the outcome of the investigation.

The NOPT committee complaints panel will comprise of the chair, a committee member and a NOPT member or independent person from a partner organisation or a person with experience of services. The panel will review the issues raised, the investigation and outcome to reach a final decision. The panel will aim to share their review findings with you within 30 working days.

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