

APPEALS PROCEDURE

You have a right to appeal against any decisions made by Phoenix House, if you are not satisfied. For example, an appeal can be made if you disagree with an assessment or a review, or the decision from a complaint which you have made.

The following sets out how we aim to deal with all appeals. No one will make your life difficult because you have decided to appeal against a decision which was made. When you appeal, we will work with you in a friendly and professional way; treat your appeal seriously and keep it confidential; put right any mistakes as quickly as possible; and treat you no different from other people because you have appealed. If we have made a mistake we will explain what went wrong and why; say sorry; and learn from our experiences.

You should put your appeal in writing, or ask someone to do it for you. There are different people you might want to ask to help you make your appeal – for example a friend or relative, Sandwell Supporting People, your Social Worker, your CPN, Voice Advocacy or Sandwell Advocacy (their addresses and telephone numbers are given below).

You may ask someone to accompany you to an appeals meeting. You may want to ask a friend or relative, a representative from Sandwell Supporting People Team, your Social Worker, your CPN, or an Advocate. You will be informed in writing when and where the appeal meeting will take place prior to the meeting.

In the first instance, give your appeal to any staff member, or post it to Phoenix House office at the address given below. The Service Manager will look at your appeal and will talk to anyone they need to in order to see if your appeal is upheld. We aim to reply to appeals within five working days of receiving them. If we cannot give you a full reply within this time, we will tell you who is dealing with your appeal, what they have done so far, and when you can expect a full reply. They will keep a record of how they have investigated your appeal. When they have finished they will tell you whether your appeal is upheld, and the reasons for their decision. They will do this in writing. If they decide that your appeal is upheld then they will tell you what they plan to do to put things right.

If you are unhappy with the manager's decision then, in the second instance, you can go to your Social Worker or a member of the Sandwell Supporting People Team and say why you are not satisfied. He or she will look at the matter and will let you know what they think.

Phoenix House

16 Trotters Lane

Hill Top, West Bromwich

B71 2QF

Tel: 0121 525 5777

Sandwell Advocacy

0121 502 8070

Voice Advocacy

0121 612 8681

Sandwell Supporting People Team

Kingston House, 1st Floor

438 High Street, West Bromwich B70 9LD

Telephone: 0121 569 5231

APPEALS FORM

Service User's Name: _____ Date: -----

Please state briefly the reason for your Appeal (**Please continue on a separate sheet if necessary**)

What is the decision you are appealing against (**Please continue on a separate sheet if necessary**)

Please explain in detail the grounds on which you are appealing (**Please continue on a separate sheet necessary**)

Please indicate whether you prefer an appeal on paper or you wish to attend an appeal meeting.

Appeal On Paper

Would Like to Attend An Appeals Meeting

Name:

Date: