

## Carers Information Sheet 8

# Carers Lewisham Confidentiality, Suggestions and Complaints Policy

### WHAT CONFIDENTIALITY MEANS AT CARERS LEWISHAM

When you contact Carers Lewisham, your personal information will be treated as confidential and only given to staff who need to know it. We will not, except in the exceptional circumstances laid out below, tell anyone else what you have said without your permission.

All information you give us about yourself and the person you look after will be kept securely. Under the GDPR 2018 you have the right to see a copy of the information that we hold about you. You must request this information in writing.

### WHEN WE MIGHT NOT BE ABLE TO KEEP THINGS CONFIDENTIAL

On very rare occasions we may have to break our general rule of keeping things confidential. The usual reasons for breaking Confidentiality are because the Law says we have to.

The circumstances where we may have to break confidentiality are:

1. If we think a child may be at risk we have a duty under the Childrens' Act to tell our concerns to appropriate agencies, such as Social Services.
2. If we think there is an **immediate** risk to a person's physical safety, we may have to speak to someone.
3. Where there may be a formal legal duty, such as under the Prevention of Terrorism Act. No confidentiality may be breached unless



there is permission from the Chief Executive or Chair of the Management Committee. In such an instance, we will keep you informed where possible.

### COMMENTS, SUGGESTIONS AND COMPLAINTS

Carers Lewisham is committed to providing high quality services to carers from all sections of the community, so if you have any ideas about how to improve our services, we are always pleased to hear from you. We welcome any **comments, suggestions or complaints** from carers about how we might improve the services we provide.

If you are not happy about a service provided by Carers Lewisham, in the first instance try and discuss this with the staff member responsible for that service, either on the phone or in person.

If you are still not satisfied, you can make your comment, suggestion or complaint verbally or in writing to the Chief Executive. The Chief Executive will then contact you to find out how the situation can be resolved.

If the suggestion or complaint still cannot be resolved in consultation with the Chief Executive, we will pass it on to the Chair of the Management Committee for action.

You will be kept informed at all times about what is happening.

### OTHER WAYS OF BEING INVOLVED

Every quarter we hold a carers forum where carers can tell us what they think about Carers Lewisham

There are voluntary work opportunities at the Centre: reception duties, assisting with mailshots or activities, etc. Please ask a member of staff.

Occasionally a vacancy arises on the Management Committee, where the majority of the Trustees are carers or former carers. Please contact the Chief Executive.

### CARERS LEWISHAM COMMENT SUGGESTION OR COMPLAINT FORM

I WOULD LIKE TO MAKE A COMMENT, SUG-  
GESTION OR COMPLAINT ABOUT THE WORK OF OR  
SERVICES PROVIDED BY  
CARERS LEWISHAM:

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NAME:

TEL:

(You do not have to identify yourself, unless you want a reply.)

Please return this section to Carers Lewisham.



Carers Lewisham, Waldram Place, Forest Hill, London, SE23 2LB  
Tel: 020 8699 8686

Email: [info@carerslewisham.org.uk](mailto:info@carerslewisham.org.uk) Web: <http://www.carerslewisham.org.uk/>  
Registered Charity No: 1073592 Registered Company No: 3681548

