

HOW TO MAKE A COMPLAINT, COMMENT OR COMPLIMENT

Caring Hands welcomes all feedback

Comments

Caring Hands would like to hear from you if you have a comment or suggestion on how we can improve our service. We will acknowledge your comment, telling you what action we have taken as a result of your comment.

Compliments

We would also like to hear from you if you are happy with any part of the service you receive from Caring Hands or about an individual member of staff.

Compliments will be passed on to the member of staff or group of staff it concerns. They will also be mentioned in our staff newsletter to promote good practice and boost staff morale. The individual or group concerned will also be nominated for Employee of the Month.

Complaints

Caring Hands aims to provide a high quality service to all its Clients. However, we recognise that on occasion we may get it wrong. We want you to tell us when we get it wrong, so that we can put it right as quickly as possible.

Our aim

We take complaints very seriously. Recognising that sometimes things go wrong, we have developed a complaints policy and procedure in response to this.

We aim to sort out complaints quickly and fairly. Sometimes it may take longer, but we will tell you how long it will take.

All staff are trained so that they know how to deal with your complaint.

We will apologise when we have made a mistake and will immediately take steps to resolve the issue. We will learn lessons from where we have gone wrong to make sure we do not make the same mistakes again.

What we learn from complaints

We keep records of all the complaints we receive and monitor them regularly. This helps us to .

- identify areas where changes and/or improvements need to be made
- make sure we are dealing with complaints effectively and consistently

What should I do if I am not happy with a part of the service I have received from you?

Stage 1 – Informal

Often issues can be resolved quickly and easily if raised verbally at an early stage and directly with your Care Worker or member of the office team. This person will try to solve your problem immediately. It may be that you just wish to advise a member of staff of a particular issue, allowing them to resolve the matter first hand.

The member of staff will acknowledge the issue and will tell you what is to be done to resolve the issue and when.

If you are not happy with this response you should take your complaint to Stage 2.

Stage 2 – Formal

If you feel uncomfortable discussing the matter directly with the Care Worker or member of the office team or feel the complaint requires a more senior response or if you were unhappy with the response in Stage 1 you can make your complaint to a senior manager. We want to make it easy for you to make a complaint, so you contact us in the following ways .

- By telephone on 01489 582926
- In person
- By writing to us
- By using our complaints, comments and compliments form attached
- By sending us an email to enquiries@caringhandsds.co.uk
- By sending an email to maria@caringhandsds.co.uk. Maria is one of the Directors and is the Complaints Manager

We will acknowledge your complaint within five working days of receipt and will tell you who will be dealing with your complaint. We will enclose a copy of this leaflet.

We will investigate your complaint and you will receive a response within 15 working days, advising you of the outcome. An investigation may take longer than this, but if it does we will explain the reasons why and let you know when you can expect a full reply.

A week after you have received the reply you will be contacted to see if the response meets with your approval.

Stage 3 – External

Once your complaint has been dealt with by us, if you are not satisfied with the outcome you can complain to the Local Government Ombudsman. The Local Government Ombudsman provides a free, independent service. You can contact the Local Government Ombudsman Advice Team for advice, or to register your complaint. Their contact details are .

Telephone: 0300 061 0614 or 0845 602 1983

Website: www.lgo.org.uk

Email: advice@lgo.org.uk

Our service is registered with and regulated by the Care Quality Commission. The Care Quality Commission cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the Care Quality Commission at .

Care Quality Commission National Correspondence

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Telephone: 03000 616161

Website: www.cqc.org.uk/contactus.cfm

Email: enquiries@cqc.org.uk