



## **Short guide to Concerns and Complaints**

We value learning from your experience of our service and receiving feedback.

It is especially important to learn and develop so we encourage you as the Participant, your families or professionals working with you to raise any concerns or complaints, to make sure if there is a problem that it can be sorted out.

### **Concern or complaint**

It may sometimes be difficult to see whether it is a concern or a complaint.

Concerns are when you are not happy about something but do not want to make a formal complaint and the issue can generally be resolved quickly.

Complaints may not be able to be resolved immediately and people feel that they would like to tell a manager.

### **How to raise a concern or complaint**

If you have any concerns or complaints, these can be discussed with your Group Leader or Area Manager.

All concerns and complaints will be taken seriously and will be dealt with as quickly and sympathetically as possible.

We aim to let you know the outcome within 28 days.

You do not have to be afraid to make a complaint as we really want to know about your experiences and to improve the service if there is something we have missed or could do better.

You can make a complaint in any way that is best for you, for example, in person, by phone, email, text or letter.

Contact details are in the Participant Handbook and available on our website.

It is best to talk to us about concerns and complaints immediately as this helps to resolve issues quickly. The time limit for raising a complaint will be 12 months from the date of the incident.

If you are still unhappy after the complaint has been investigated, you can talk to the Local Government Ombudsman (LGO).

The LGO will not usually investigate until the matter has been directly with us and you have received a response.

The Care Quality Commission (CQC) deals with registration of services and may not directly investigate a complaint but will ask the service about the issue raised and the way in which we have responded.

#### Further Contact details

The Care Quality Commission Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

- Telephone 0300 616171
- [www.cqc.org.uk](http://www.cqc.org.uk)
- [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

The Local Government and Social Care Ombudsman PO Box 4771 Coventry CV4 0EH

- Telephone 0300 0610614
- [www.lgo.org.uk](http://www.lgo.org.uk)
- [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

An easy read version about complaints to the Local Government Ombudsman is available on our website.