Aceso Pathway Limited

Complaints Policy

Aceso Pathway is committed to providing safe, high-quality care. If something has not met your expectations, we want to hear from you. All complaints are taken seriously, handled confidentially, and used to improve our service.

1. How To Make a Complaint

You can contact us by:
Email: contact@acesopathway.co.uk
Telephone: 01509 97221

Registered and Trading Address: Chapel House, Leicester Road, Loughborough, LE11 2AF

You do not need to put your complaint in writing. If you would prefer to speak to someone, we will record the details and confirm them with you before we begin. A family member, carer, or advocate may raise a complaint on your behalf with your consent.

2. Our Three-Stage Process

Stage 1 - Local Resolution: We will acknowledge your complaint within 3 working days of receiving it. A member of our team will investigate and provide a full written response within 28 working days of acknowledgement. We will tell you the outcome, whether your complaint has been upheld or not, and any steps we are taking as a result. If you need more time to decide whether to make a formal complaint, or if you would like us to try to resolve things informally first, please get in touch, and we will do our best to help.

Stage 2 - Senior Review: If you are not satisfied with our Stage 1 response, you may request a senior review within 28 working days of receiving it. This review will be conducted by a senior member of our team who was not involved in the original investigation. You will receive a full written response within 28 working days of your request.

Stage 3 - Independent Mediation: If you remain dissatisfied after Stage 2, you may refer your complaint to the Centre for Effective Dispute Resolution (CEDR) for independent mediation. This referral must be made within 6 months of receiving our Stage 2 response. CEDR provides a facilitated process aimed at reaching a mutually acceptable outcome. You are not required to accept any proposed resolution.

CEDR contact details:
Website:
https://www.cedr-assist.com/consumer/private-healthcare-mediation/overview/

Email: applications@cedr.com
Telephone: 0207 520 3800
Address: 100 St Paul's Churchyard, London EC4M 8BU

3. Raising concerns with the Regulator

You may also raise concerns directly with the Care Quality Commission (CQC) at any time. The CQC does not investigate individual complaints but may use the information to inform its regulatory activity.

Website: www.cqc.org.uk
Telephone: 03000 616161

4. Timescales at a Glance

Stage / Timescale:

- Stage 1 acknowledgement: Within 3 working days of receipt.
- Stage 1 response: Within 28 working days of acknowledgement
- Stage 2 request: Must be made within 28 working days of Stage 1 response
- Stage 3 response: Within 28 working days of Stage 2 request
- CEDR referral: Must be made within 6 months of Stage 2 response

5. Confidentiality

All complaints are handled in strict confidence in line with UK GDPR and the Data Protection Act 2018. Your care will not be affected in any way by raising a complaint.

6. Time limits

Complaints should normally be made within 6 months of the incident or within 6 months of becoming aware of the matter. Late complaints may be considered at our discretion.