

Complaints and Concerns:

At St. Michael's Support Limited, we promote an organisational culture that encourages candour, openness and honesty at all the time and in all the tasks we do. We encourage a culture, learning from mistakes too. Hence, we take every complaint, feedback and suggestion seriously and a great opportunity to learn, so we can constantly improve our service.

We endeavour to ensure that all our service users, staff and other stake holders receive the best quality of service from us. Therefore, we encourage any form of complaint, feedback and suggestions whether it is positive or negative.

When any complaint is received, a response/ 'Complainant Information Pack' will be sent to the complainant either via letter or in electronic form, to acknowledge that the complaint is received and being dealt with. 'Complainant Information Pack' will also include our company procedures and protocols we follow to resolve the complaint, information of external organisations where they can escalate their concerns, if not satisfied.

There may be circumstances in which information disclosure is in the best interests of the service users, or the protection, safety or wellbeing of a child or vulnerable adult. In these circumstances, a complaint will be escalated as necessary/will be escalated by us to external organisations, as appropriate.

If any service users, staff or other stake holders are not happy about our services or the way we deal with their complaints can report/ complain to the relevant external organisations such as:

- **Local Authority/ Council**
- **Care Quality Commission (CQC)**
- **Local government ombudsmen**
- **Information Commissioner's Office (ICO)**
- **Equality Advisory and Support Service (EASS).**
- **Northamptonshire Safeguarding Team.**
- **NHS Nene CCG - Clinical Commissioning Groups**

We will provide adequate support and information to the complainant when they decide to complain to the external organisations and we will ensure all our staff are aware of this information through the robust induction training. In addition to this, all this important contact details will be incorporated in our website and the leaflets will be provided at the time of admission/employment and when required.

External Organisations Contacts:

Care Quality Commission (CQC) :

Telephone: 03000 61616, Fax: 03000 616171

Or

write to CQC at:

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Local government ombudsmen:

Tel: 0300 061 0614

Or

Text 'call back' to 0762 481 1595

Information Commissioner's Office (ICO):

Call ICO helpline on 0303 123 1113

If you're calling from outside the UK, you may not be able to use our 03 number, so please call +44 1625 545 700.

Calls in Welsh – please phone 0330 414 6421 to talk to the team.

Rydym yn croesawu galwadau yn Gymraeg – ffoniwch 0330 414 6421 i siarad â'r tîm os gwelwch yn dda.

Equality Advisory and Support Service (EASS):

Freephone Telephone 0808 800 0082

Text phone 0808 800 0084

Northamptonshire Safeguarding Adults Board:

NSAB@northamptonshire.gov.uk Tel: 01604 365681

Northamptonshire County Council:

Customer Service Centre (CSC) (contact for all safeguarding concerns)

Tel: 0300 1261000

Emergency Duty Team (EDT) (out of hours contact for safeguarding concerns)

Tel: 01604 626938

Safeguarding Adults Team:

John Dryden House 8-10 The Lakes Northampton NN7 7YD Tel: 01604 362900

adultsafeguardingadmin@northamptonshire.gov.uk

adultsafeguardingadmin@northamptonshire.gcsx.gov.uk

Children's Services:

Multi-Agency Safeguarding Hub (MASH)

Tel: 0300 1261000 MASH@northamptonshire.gcsx.gov.uk

Police Contacts:

Public Protection/Safeguarding of Vulnerable Adults/Mental Health/Missing Persons Unit
Northamptonshire Police vulnerableadults@northants.pnn.police.uk

DS Andy Stephenson Tel: 101 Ext: 345728 Mobile: 07557 775034

DS Liz Ansell Tel: 101 Ext: 343076 Mobile 07557 775272 Fax: 01604 888629

PREVENT peo@northants.pnn.police.uk

Mark Osbourne Prevent Officer Tel: 101 Ext: 342461 Mob: 0755777230

Jody Williams Prevent Officer Tel: 101 Ext: 346112

Shane O'Brien Prevent Officer Tel: 101 (from 1/08/16)

Health Contacts:

NHS Nene and Corby Clinical Commissioning Groups

Georgette Fitzgerald Designated Nurse for Adult Safeguarding

Tel: 01604 651741 georgette.fitzgerald@neneccg.nhs.uk

Gabriella O'Keeffe Senior Quality Improvement Manager

Tel: 01604 651252 Mobile: 07771 343725 gabriella.okeeffe@neneccg.nhs.uk

Kettering General Hospital

Jacqueline Barker Safeguarding Adults Lead

Tel: 01536 491572 Mob: 07545 422897

jacqueline.barker@neneccg.nhs.uk jacqueline.barker1@nhs.net

Northampton General Hospital

Lorraine Hunt Safeguarding Vulnerable Adults and Mental Capacity Lead

Tel: 01604 523769 lorraine.hunt@ngh.nhs.uk lorraine.hunt5@nhs.net

East Midland Ambulance Service (EMAS)

Zoe Rodger-Fox Adult Safeguarding Lead

Tel: 0115 8845144 Mobile: 07909 001253 zoe.rodger-fox@emas.nhs.uk

zoe.rodger-fox@nhs.net Team email: safeguarding.team@emas.nhs.uk

Northamptonshire Healthcare NHS Foundation Trust (NHFT)

Rose Lovelock Safeguarding Clinical Lead:

Tel: 01933 235530 Mobile: 07825 196405 rose.lovelock@nhft.nhs.uk
safeguarding.adultsteam@nhs.net

Cathy Kennedy Named Professional for Safeguarding Adults

Tel: 01933 235350 Mobile: 07920 234727 cathy.kennedy@nhft.nhs.uk
safeguarding.adultsteam@nhs.uk

Jackie Noble Safeguarding Adults Named Nurse

Tel: 01933 235530 jackie.noble@nhft.nhs.uk Shared Fax: 01933 235472 Secure Team email:
safeguarding.adultsteam@nhs.net

Fire Service Contacts:

Northants Fire and Rescue Service Operational Safeguarding Lead (domestic and rented accommodation)

Lisa Bryan – Home Safety Team Tel: 01604 797159 Mob: 07786 274684
safetycheck@northantsfire.org.uk lbryan@northantsfire.org.uk

Fire Safety Legislation Lead (e.g. care homes, hospitals, HMOs)

Scott Richards Tel: 01604 797067 srichards@northantsfire.org.uk

Olympus Care Services: Head of People and Performance

Claire Bell Tel: 01604 362355 Fax: 01604 366001 quality@olympuscareservices.co.uk

St Andrew's Healthcare: Safeguarding Lead

Elizabeth McKeever Tel: 01604 616000 safeguarding@standrew.co.uk

Advocacy Services:

Total Voice (voiceability advocacy service)

Jo Moore Tel: 0203 3558846 totalvoicenorthamptonshire@voiceability.org

Victim Support: Victim Support Helpline Tel: 0808 1689111

NHS Nene CCG - Clinical Commissioning Groups : If you have a complaint, concern or compliment relating to the way an NHS service has been commissioned, or you have been directly affected by a commissioning decision made by us, please contact North and East London Commissioning Support Unit (NEL CSU) complaints team, which is an NHS organisation who manage the complaints process on our behalf. They can be contacted on:

Tel: 01604 651102

E-mail: northants.complaints@nhs.net

Write to us: Complaints Team, Francis Crick House, Summerhouse Road, Moulton Park, Northampton, NN3 6BF