

How to make a complaint or tell us your views



Our approach to complaints

We recognise that sometimes the people we interact with will be unhappy with us. We aim for this not to happen but we know that it sometimes does.

And we're always looking to improve and learn from our mistakes.

So if you make a complaint, we will take it very seriously. We'll make sure your concerns are investigated promptly and we'll keep you updated on their progress.

Details of how we will handle your concerns are in this leaflet.

There are some situations where we may respond to complaints in a different way to that listed in this leaflet.

These include situations where we receive a number of complaints from one person or where a complaint may affect others.



Paying a compliment

You may want to make positive comments about the support you've received or something that we have done.

We really appreciate you letting us know what we have done well - it helps us understand what people like.

How to make a complaint or pay a compliment

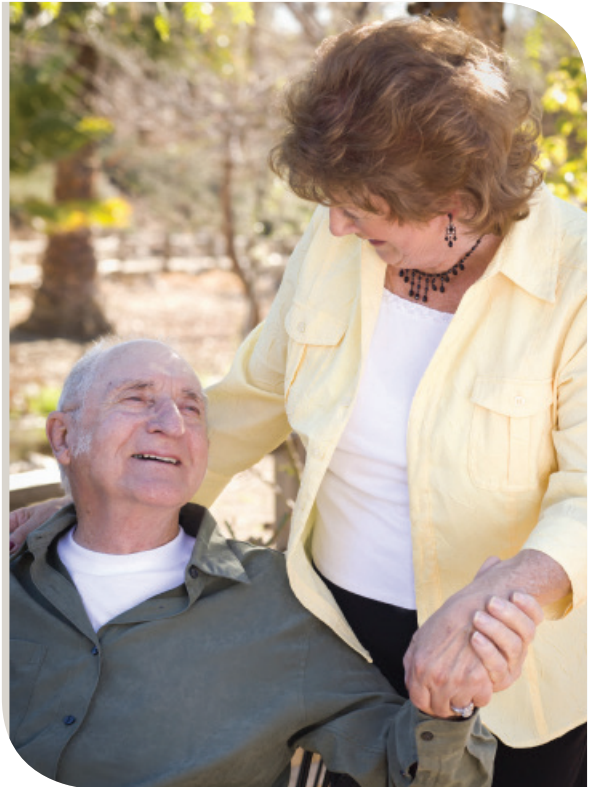
If you wish to make a complaint or pay a compliment you can speak to, email or write to any member of our staff at any time.

Or, if you prefer, you can contact our head office, where we have staff trained to respond to your comments. Contact details are on the back page of this leaflet.

Informal complaint

If we can resolve your issue quickly, we will speak to you directly to let you know of any action to be taken. We call this an 'informal complaint'.

If you make a complaint, we will take it very seriously



Our two stage process to resolve more serious complaints

Stage 1 complaint

If you are not happy with our response to your informal complaint or if we think the issue you have raised is more complex, we will allocate a complaint manager to look into your issue in more detail.

We call this a 'stage 1 complaint'. Your complaint manager will post or email our response to you within 28 days of receiving your complaint.

If we cannot do this within 28 working days, your complaint manager will let you know when you can expect to receive our response.



What to do if you are not happy with the outcome of a stage 1 complaint

Stage 2 complaint

If you are not happy with our response to your stage 1 complaint, you can email or write to your complaint manager to let them know. You need to do this within 21 days of receiving our response email or letter to your 'stage 1' complaint.

Normally a different complaint manager will be asked to look into the issues you have raised. We call this a 'stage 2 complaint'.

Your stage 2 complaint manager will write or email our response to you within 28 days of receiving your complaint.

If we cannot do this within 28 days, your complaint manager will let you know when you can expect to receive the outcome of your complaint.

Contacting your care regulator

If you receive a care service from us and are not happy with our response to your stage 2 complaint, you may wish to contact your care regulator. They are responsible for setting care standards in the UK.

Here are their contact details:


Care Quality Commission (England)

 www.cqc.org.uk/

 03000 616161

Regulation and Quality Improvement Agency (Northern Ireland)

 www.rqia.org.uk/

 028 9051 7500

Care Inspectorate (Scotland)

 www.scswis.com/

 0845 600 9527

Care and Social Services Inspectorate (Wales)

 www.cssiw.org.uk


 0300 062 8800





Other sources of help

Other organisations may also be able to give you further advice or guidance, including:


- Your local authority adult social service team (if you receive services from us through your local council).
- Your Local Government Ombudsman (if you pay for the services you receive from us).
- Your local Citizen's Advice Bureau - find out more by visiting:
 www.citizensadvice.org.uk
- Local advocacy services - please ask staff from your service for more details.

Contact us

To make a complaint, pay a compliment or simply have your say, you can get in touch with any member of our staff.

Or if you prefer, you can contact people at our head office, where we have staff trained to respond to your comments.

Here's how to contact our head office:

 0808 808 2236
(line open Mon-Fri 9.30am-5.30pm)

 customerhelpline@leonardcheshire.org

The information in this leaflet is available in other formats. Please contact us for copies.

Leonard Cheshire Disability is a charity supporting people to live independently.

A registered charity no: 218186 (England & Wales) and no: SC005117 (Scotland) and a company limited by guarantee registered in England no: 552847. VAT no: 899 3223 75. Registered office: 66 South Lambeth Road, London SW8 1RL. Code: COMP0113 Last reviewed: Jan 2013
Next reviewed: Jan 2015