



StepsAhead

CARE & SUPPORT



Easy read Making a complaint

Making a complaint



We encourage people to make a complaint if they are not happy with any part of our work.



We see complaints as an opportunity to learn how we could work better.

How to complain



You can complain to any of our staff by speaking to them. These are called verbal complaints.



You can also make a written complaint. You should write to Christine Holdsworth at Steps Ahead Care & Support Ltd, City Business Park, Somerset Place, Stoke, Plymouth PL3 4BB



You can ask someone, maybe an advocate, or a member of your family to help you make a complaint.

Verbal Complaints



If you want to complain, it is usually best to first speak with the person concerned. Often they can sort out the problem straight away.



Our staff should be polite, calm and respectful at all times.



If they can't deal with the problem straight away, they will offer to get their line manager to deal with it.

The manager will meet with you. They will suggest a way of sorting out the problem. Hopefully this will be OK with you.



If it is not OK they will ask you to put your complaint in writing to the registered manager: **Christine Holdsworth**.

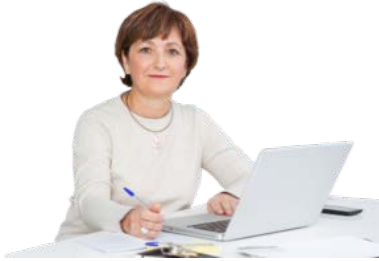


They will give you a copy of the complaints procedure.



Details of all complaints must be written in the complaints book, the service user's file and the **Daily Progress Report**.

Written Complaints



When we receive a written complaint it will be given to the manager in charge of that service.



They will send you a letter within 5 days to say they have received the complaint.



If the complaint has come from someone who is helping you we will ask to be able to contact you directly.



We may have to get some advice from our legal advisor.



Investigation

The service manager will start an investigation. They will look into the complaint.



They should complete the investigation within 14 days but it might take 28 days if the complaint is very complicated.



Meeting

At the end of the investigation the service manager will arrange to meet with you. You can bring someone to help you - like a friend or advocate.



The Service manager will explain the investigation. They will show that Steps Ahead takes the complaint seriously and has looked into it properly.



If someone at Steps Ahead has done something wrong they will apologise.



We may also think about changing some of the ways that we work so that the problem doesn't happen again.



If we can't agree on what to do about the complaint we may use an independent arbitration service to help us to come to an agreement.



Afterwards

After the meeting we will write to you to explain about the investigation. The letter will tell you what to do if you are still not happy.



The result off the investigation will be written in the Complaints Book.



Every 6 months the registered manager looks at all complaints and thinks about how we can improve the way we work so these problems don't happen.

People who are always complaining.



If someone is always complaining or if they are complaining just to annoy the staff, we will use an independent arbitration service to help sort out the complaints.

What to do if you are still not happy



If you are still not happy you can take the matter further.

You can contact:

1. The Local Government Ombudsman.

They deal with complaints about care services paid for by local authorities or paid by people from their own money.



You can contact them through their website <http://www.lgo.org.uk/adult-social-care/>



The Local Government Ombudsman
10th Floor,
Millbank Tower,
Millbank,
London
SW1P 4QP



Telephone: 0300 061 0614



2. Plymouth City Council

Local Authority Complaints Manager
(Adults)

Plymouth City Council

Adult Social Care

Ballard House

West Hoe Road

Plymouth

PL1 3BJ



Tel 01752 668000



3. The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP



Tel. 0345 015 4033



4. The Care Quality Commission (CQC)



Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA



Tel. 03000 616161



5. Devon and Cornwall Police



Charles Cross Police Station
Charles Cross
Plymouth
PL4 8HG



Tel 0845 2777444

