

Did we get things wrong?

How to make a complaint about our Regulated Care services and what you can expect from us.



We care and are here to listen to you

We recognise that sometimes things go wrong, and want to hear any concerns you have about our service or staff. We'll work with you to find a solution, put things right, and use your feedback to improve our services.

What is a complaint?

We define a complaint as 'an expression of dissatisfaction with the service we provide or the way in which we have behaved or dealt with an issue'.

How to make a complaint

You can speak to any member of our staff, including the manager of your local office. You can also contact us by phone, online or in writing – our details can be found under the 'contact us' section of this leaflet.

If you make a complaint, the service you receive will never be compromised in any way. If you'd like to stay anonymous, we'll follow our usual complaints process and record any actions that we take. Usually, we can only investigate complaints raised within six months of the event. However, we may be able to extend this if you have been delayed due to extenuating circumstances.

Complaints on your behalf

We understand that you may need support to make a complaint, perhaps from a family member, friend or another health professional. If we receive a complaint on your behalf, we'll contact you straight away to make sure you're happy with this. We do this to protect your confidentiality and to keep our data protection obligations.

If you're unable to make a complaint or give us your consent, we'll also accept complaints made by a representative who is acting in your best interests (in line with the Mental Capacity Act 2005).



Putting things right - our promise

Quick fixes

Whichever way you choose to contact us, we'll record your complaint and try to resolve it straight away. If we're unable to do so, we'll let you know within two working days.

Detailed investigations

Where further investigation is needed, we'll appoint a suitable, independent manager who will review your complaint fairly and thoroughly. They will be your key point of contact so that if you're uncertain about anything at all, you'll know who to talk to.

We may also need to contact you for further information during the investigation – this helps us to better understand where we might have gone wrong, and how we can fix it.

Keeping you informed

We will keep you informed as often as possible throughout our investigation, and we'll aim to agree a resolution with you within a set timescale. For our

regulated care services (e.g. personal care) this is 28 working days. If this isn't possible, we'll let you know that we'll need extra time.

Our response

After our investigation is complete, we'll send you a written response to address your concerns and our resolution.

If we've made a mistake, we'll also let you know what actions we're taking to improve our service in the future.

Alternative procedures

Sometimes, we might need to manage or escalate your complaint through a different procedure. If this is the case, we'll let you know how your complaint will be managed, by who, and what you can expect from us.



Satisfaction

If you're not satisfied with our response, you can ask the Local Government Ombudsman to review your complaint. However, they won't usually investigate your complaint until we've had an opportunity to respond and resolve things with you first.

The Local Government

Ombudsman provides a free, independent service. You can contact them for information or to refer a complaint.

Local Government Ombudsman
PO Box 4771
Coventry
West Midlands
CV4 0EH

 0300 061 0614

 www.lgo.org.uk/adult-social-care

The Care Quality Commission (CQC)

do not handle individual complaints, but are happy to receive information about our services at any time.


CQC National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

 03000 616161

 www.cqc.org.uk

Contact us

If you'd like to make a complaint about our Regulated Care services or if you have any questions, please speak to any member of staff, or ask to speak with the Registered Manager at your local office. Alternatively, you can contact us using the details below:

 0303 123 1890

 complaints@guinness.org.uk

 www.guinnesspartnership.com/contact-us/make-a-complaint

Complaints about Regulated Housing services

If you would like to make a complaint about our Regulated Housing services (such as housing management, repairs, rent or maintenance), please contact us on the details below:

@ complaints@guinness.org.uk

☎ 0303 123 1890

🖱 www.guinnesspartnership.com/contact-us/make-a-complaint

If you are unhappy with our response, you can choose to talk to your local MP or Councillor, or contact the Housing Ombudsman Service directly at:

Housing Ombudsman Service

PO Box 152

Liverpool

L33 7WQ

☎ 0300 111 3000

@ info@housing-ombudsman.org.uk

**great service
great homes
a great place to work
and a great business**

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We invest in people Gold

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