



CARE SERVICES COMPLAINTS PROCEDURE

AIM

Springcare aim to ensure that its complaints procedure is well publicised and fairly applied and that complaints are dealt with promptly, efficiently and properly in all cases.

Springcare believes that it is far better to deal with a complaint early, openly and honestly for everyone's benefit.

Service Users or their families/representatives have the right to register a complaint if they are dissatisfied with any aspect of the service we provide.

The vast majority of complaints can be successfully resolved in-house, and, in the first instance should be reported to the Manager, **xxxxxxxxxx** as soon as possible.

You will receive an acknowledgement within 3 working days, and it is the responsibility of the Manager to investigate the complaint and to report the outcome of that investigation in a written response within 28 days of receipt of the complaint.

In the event of a complaint being unresolved the complainant will be referred to the Operations Management Team or to the Director of the Company.

You also have a right to take the complaint externally:

Residents whose care is funded fully or partially by the local council may complain to their local authority.

Residents who are in receipt of nursing care may complain to the Clinical Commissioning Group (CCG) funding their care

If a complaint has not been dealt with satisfactorily by the Manager, Operations Management Team or the Company, then details of the complaint should be made to the Local Government Ombudsman

A copy of the Complaints Policy is available on request and issued on receipt of a formal complaint.

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| Head Office Springcare Ltd Nicholson House, Shakespeare Way Whitchurch Business Park Shropshire SY13 1LJ Tel: 01948 661400 Or email Info@Springcare.org.uk | Care Quality Commission – CQC CQC National Customer Service Centre Citygate Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Or email enquiries@cqc.org.uk | The Local Government Ombudsman PO Box 4771 Coventry CV4 0EH Tel: 03000 610614 www.ombudsman.org.uk/make-a-complaint/contact-us |
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