



## Complaints Procedure

We encourage you to come to us with any concerns or complaints that you may have. In this document you will find our procedures in receiving, recording and responding to complaints as well as services you may wish to access if you are unhappy with your experience or outcomes.

When making a complaint you may wish to have a relative, friend or advocate assist you or make the complaint on your behalf. If so, we will need to verify that you have consented to the individual acting as your representative, with written confirmation.

We have many ways that you can raise a complaint, including:

- With staff or management
- By telephone
- Via email
- Using a complaints form
- Via our website (contact us < concerns and complaints)
- In writing (texts, letters)

You can contact us at:

- Email: [admin@interactivecare.co.uk](mailto:admin@interactivecare.co.uk)
- Telephone: 0118 370 4740 or 0739 8895101
- Website: [www.interactivecare.co.uk/complaints](http://www.interactivecare.co.uk/complaints)

What you can expect from our complaint's process:

- Apologetic and attentive staff who will do their best to resolve any concerns immediately.
- Formal acknowledgement of your complaint within three working days from when the complaint was received. This will include an invitation to meet and discuss the complaint, who will be investigating, the aims of investigation and a time limit. We aim to conclude investigations within 28 days though this may take longer depending on the nature of the complaint.
- A response letter following full investigation, providing: a summary of your views, evidence of investigation, a conclusion, explanation of outcomes and your rights if you are not satisfied with the outcome.

- Support will be offered to assist you in accessing further aid in the event that you are dissatisfied with the outcome. If you are satisfied with the outcome, the complaint will be closed.

If unhappy with the process or outcome, individuals can escalate their complaint to the following services:

- Care Quality Commission
  - Web: [www.cqc.org.uk](http://www.cqc.org.uk)
  - Email: [enquiries@ccq.org.uk](mailto:enquiries@ccq.org.uk)
  - Address: CQC, National Correspondence, Citygate Gallowgate, Newcastle Upon Tyne, NE1 4PA
  - Tel: 0300 061 6161
- Local Government and Social Care Ombudsman
  - (for service users that are local authority, social services or self funded.)
  - Web: [www.lgo.org.uk](http://www.lgo.org.uk)
  - Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)
  - Address: The local government and social care ombudsman, PO Box 4771, Coventry CV4 0EH
  - Tel: 0300 061 0614
  - Complaints form: [www.lgo.org.uk/complaint-form](http://www.lgo.org.uk/complaint-form)
- Local authority Complaints Team – Wokingham borough council
  - Address: Wokingham Borough Council, Civic Offices, Shute End, Wokingham, RG40 1BN
  - Tel: 0118 974 6863