

Complaints



This factsheet tells you about what we do about complaints.

Complain

What is a complaint?



Making a complaint means speaking up about something you do not like or something you are not happy with.



We want to make it easy for you to tell us when you are not happy about something.



We have made all the information you need to make a complaint, easy to understand.

Thinking about a complaint

We want to you to be happy.



It is ok to complain.



You can complain if you think one of our staff has broken the rules.



You can complain about any of our services.

Making a complaint



You

You can tell your care worker or another member of staff if you want to complain.



You can tell the manager or their boss



You can ask a friend, someone from your family or an advocate or social worker to contact us.

How you can complain

You can complain by sending an email.



You can complain by writing to us.



You can complain by calling us on the phone.



Our address, phone number and email address are at the end of this leaflet.



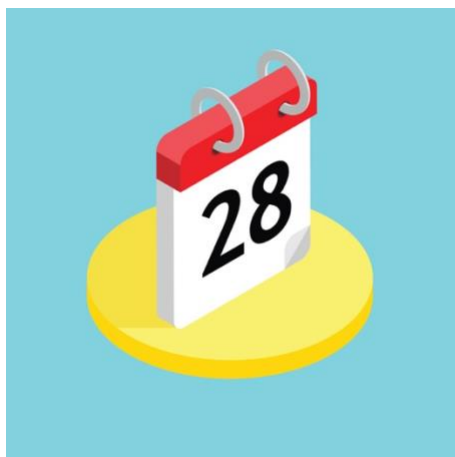
What will happen when you complain



We will send you a letter within 3 days to tell you we have got your complaint

One of our staff will talk to you to make things better. We want to fix your complaint as soon as possible .

We may have to find out more information from our staff. This is called an investigation.



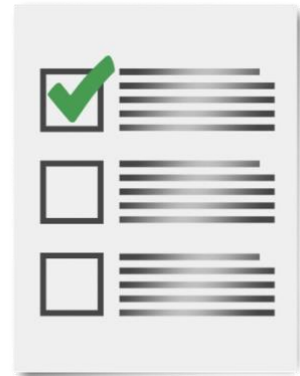
We will try to fix your complaint within 28 days. If we need more time, we will tell you.

How we will make things right

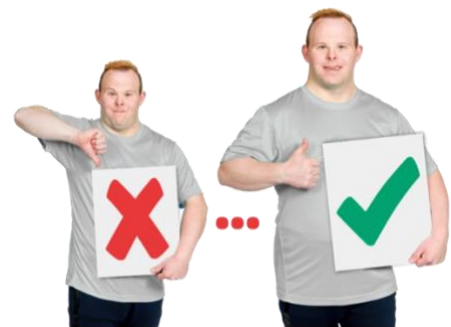
We will tell you what we have found out about your complaint.



We will tell you are doing to make to things better



We will tell you how we will stop things going wrong again



We will check that you are happy with how we have listened to you



Who to contact



If you are still unhappy then you can speak to someone else. There are different people to speak to for different kinds of problems. The people you can speak to are on this page.



First complain to your manager, your social worker or the people who pay for your support at Social Services. Their address and phone number is at the end of this leaflet.



You can also complain to the Care Quality Commission These are the people who come and check that we are doing a good job.

They cannot look into your complaint but it is helpful for them to know that your service is doing things properly and is safe. If they are not, they can make things better.

If you are still not happy you can also complain to the Local Government and Social Care Ombudsman.



The Local Government and Social Care Ombudsman looks at complaints about councils and some other organisations. Their job is to find out about complaints in a fair way.

Get in touch

You can speak to the Manager:

REISS BROWN

Our contact number is:

07398 895101

Our email address is:

admin@interactivecare.co.uk

9 Grey friars Rd
Reading
RG1 1NU



Care Quality Commission (CQC)
National Correspondence



Citygate, Gallowgate Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161

Local Government &
Social Care

OMBUDSMAN

The Local Government and social Care
Ombudsman PO BOX 4771
Coventry CV4 0EH Tel: 0300 061 0614
Email: advice@lgo.org.uk
Website: <http://www.lgo.org.uk/>