



Caring for our
Community

Raising a Concern or Complaint

How to Let Us Know if our Service Needs to Improve

- Speak to your Care Keyworker/Support Worker about any issues or concerns that you may have as they might be able to resolve the issue for you quickly.
- If the Care Keyworker/Support Worker is unable to resolve the matter for you, they will inform the Team Leader of your floor. The Team Leader will visit you and note details of the concern/complaint that you have and will seek to resolve the matter.
- The Team Leader will involve other staff where necessary.
- Concerns/complaints are shared with our Quality Assurance Manager so that any common or recurring issues can be identified and acted upon.
- Where a complaint is more formal and requires investigation, a more senior member of staff will be allocated to investigate the complaint. This person is the Investigating Officer and they will make a written response to you within 21 working days. Should the investigation be expected to take longer than 21 days, you will be informed.