



DEMENTIA CARE
&
SUPPORT AT HOME

COMPLAINTS PROCESS

Making a Complaint

DEMENTIA CARE & SUPPORT AT HOME LIMITED aims to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints confidentially.

DEMENTIA CARE & SUPPORT AT HOME LIMITED assures Service Users and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

Who can Complain?

Anyone affected by the way DEMENTIA CARE & SUPPORT AT HOME LIMITED provides services can make a complaint. A representative may complain about the affected person if they:

- Have died
- Cannot make a complaint themselves, or
- Have given consent for the representative to act on their behalf If you are not happy about making a complaint yourself and you do not know someone who can talk to us or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How you can Make A Complaint

You can complain:

- In person
- By telephone
- By letter
- By email
- Through a member of our staff
- Through an advocate or representative

We will acknowledge all complaints, whether verbally or in writing, within 3 working days.

Anonymous Complaints

We deal with anonymous complaints under the same procedure. However, it is better if you can provide contact details so that we can tell you the outcome of our investigation.

Responsibility

The Service Manager, Mrs Hannifah Adam has overall responsibility for dealing with all complaints made about their service. We will provide, as far as is reasonably practical:

- Any help you need to understand the complaints procedure; or
- Advice on where you may get that help

How we Handle Complaints

The Service Manager, Mrs Hannifah Adam may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complainant.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it. We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the findings
- Any action we have taken
- Our proposals to resolve your complaint

Time Limits

You must complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly. Further Steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact the Mrs Hannifah Adam at:

DEMENTIA CARE & SUPPORT AT HOME LIMITED

Wesley House, 24 Wesley Street, Swinton

Manchester M27 6AD

info@dementiacarenw.co.uk

Further Action

If the complaint still remains unresolved to the complainant's satisfaction, or at any stage within the Complaint process, they should contact, giving all details:

Salford Adult Social Care Complaints

Team

Salford Adult Social Care

Stott Lane

Salford

M6 8HD

0161 206 0604

Email: salford.socialservices@nca.nhs.uk

Website: <https://www.salford.gov.uk/your-council/have-your-say/complaints/adultsocial-care-appreciation-complaints-or-concerns/appreciation-complaints-orconcerns-about-adult-social-care>

You can also further the Local Ombudsman on:

PO Box 4771

Coventry

CV4 0EH

Telephone: 0300 061 0614

Fax: 024 7682 0001

Website: <https://www.lgo.org.uk/how-to-complain>

CQC are unable to take forward complaints in an individual's behalf, they still wish to hear about service user experiences:

Care Quality Commission (CQC)

Citygate

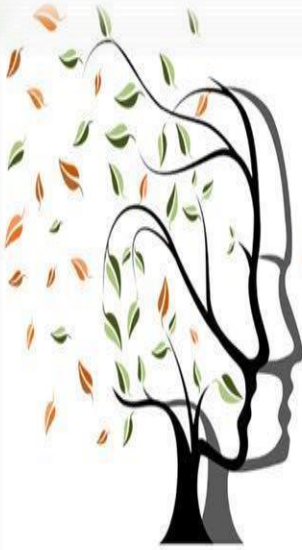
Gallowgate

Newcastle upon Tyne

NE1 4PA

Telephone: 03000 616161

Website: <https://www.cqc.org.uk/give-feedback-on-care>



DEMENTIA CARE

&

SUPPORT AT HOME

DOMICILIARY CARE HOMECARE PROVIDER

Regulated by



Salford

Clinical Commissioning Group

www.dementiacarenw.co.uk

