

Christies Care Official Complaints audio guide

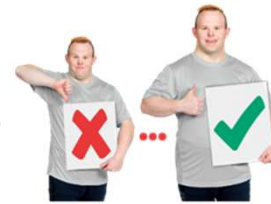


The CPD Standards Office
CPD PROVIDER: 21939
2021-2023
www.cpdstandards.com

Christies
Care
Est. 1987
Living independently at home

Information on complaints

- Making a complaint means speaking up about something you do not like or something you are not happy with.
- Making a complaint can be a way of making things change for the better.
- You can contact us in person, by phone or in writing.
- Remember, it is OK to complain, we need to know what is wrong with our services so that we can try to make it better.



What happens if I make a complaint?

- We will take the complaint very seriously.



- We will make sure we understand what the problem is.



- We will deal with your complaint as quickly as we can.

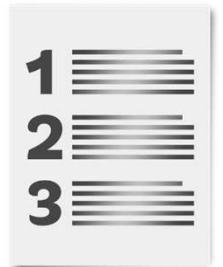


- We will help you get support to make your complaint if you want us to.



When we deal with your complaint, we will always follow Christies Care rules about things like:

- Equal opportunities – this means not treating people badly because of something that is different about them.
- Confidentiality (Information for the people who need to know).
- We will tell you what we are going to do about your complaint in no more than 28 days after you have made your complaint.



What should you do? (Our procedure)

You should talk to someone you know and trust. This could be your carer, a family member or a friend. They can help you to contact us so that we can sort out any problems quickly and easily.

If you do not want to do this there are other people, you can talk to by contacting the office:

You could speak to;

- A member of the Care Management Team or New Client Team.
- Your Local Area Advisor.
- A Head of Department or Care Management Team Leader.
- A member of the Quality and Safeguarding Team.
- The Registered Manager.

We can arrange a meeting or a telephone call to discuss our actions with you.

Once the complaint has been looked into

- We will share with you the information found from the complaint and the outcome.
- After this, if you are not happy, we can pass your complaint onto the Local Government Ombudsman, who offer a free and independent service.
- If the complaint is thought to be a safeguarding issue this will be dealt with slightly differently, please look at our Safeguarding Guide.



Helpful contacts at Christies Care

By post:

Christies Care Ltd,
Runnel House,
Street Farm Road,
Saxmundham,
Suffolk,
IP17 1AL



By telephone:

The main switchboard for Live-in Care -
01728 60500
The Quality and Safeguarding Team -
01728 605033
The main number for Hourly Care -
01728 605105



By email:

quality@christiescare.com

