

Timescales for Making a Complaint

Where possible, a complaint should be made within 12 months of the problem occurring or the complainant realising that there is cause for concern. There is discretion to extend this time limit where it has been difficult for the complaint to have been made earlier and where it is still possible to investigate the facts of the case.

Who Can Make a Complaint?

Anyone can raise a complaint regarding the care or service received. If the person concerned is unable to act for themselves, a complaint can be accepted from someone acting in their best interest and suitable to act as a representative. Where a person is capable of managing their own affairs, we will establish that the complaint is being made with their full knowledge and consent.

Other Organisations Who May be Able to Offer Advice and Support

If you require support with making your complaint, there are other organisations which can help you. Your Local Authority can provide local information or you can contact:

Citizens Advice Bureau
www.citizensadvice.org.uk
tel: 0800 678 1602

Healthwatch
www.healthwatch.co.uk
tel: 03000 683 000

You can also raise any concerns with the **Care Quality Commission**: www.cqc.org.uk/contact-us

Compliments

If you think that we are doing something well then please let us know. We can use your feedback to improve our services.

Please let a member of staff know the details or you can send an email or letter to your local branch.

Contact Us

Bedford Office
Salamander House,
2-10 St Johns Street,
Bedford MK42 0DH
Tel: 01234 352 000

Colchester Office
145 High Street,
Colchester CO1 1PG
Tel: 01206 561 999

Luton Office
105 Park Street,
Luton, LU1 3HG
Tel: 01582 422 777

Peterborough Office
30 Tesla Court, Innovation
Way, Peterborough
Business Park,
Peterborough PE2 6FL
Tel: 01582 422 777

Brighton Office
12-14 Church Street,
Brighton BN1 1US
Tel: 01273 203 999

London Office
11-15 St Mary at Hill,
London EC3R 8EE
Tel: 020 7929 2975

Norwich Office
9 Norwich Business Park,
Whiting Road,
Norwich NR4 6DJ
Tel: 01603 616 999

Head Office
11-15 St Mary at Hill,
London EC3R 8EE
Tel: 020 7929 2975

www.betterhealthcare.co.uk



better healthcare
services

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you think**

Specialists in care and support

We can make this information available in Braille, large print or other languages on request. Please contact us if you require this leaflet in a different format.

Who We Are

Better Healthcare Services endeavour to provide the highest standard of care services to individuals according to their assessed needs.

We are committed to being an open and transparent organisation and we welcome all feedback regarding our services. Our colleagues work very hard to get things right but we appreciate that sometimes things can go wrong.

If you are unhappy with care or service you have received from us, you are entitled to make a complaint with the reassurance that it will not affect your current or future care and will be treated confidentially.

Stage 1 - Local Resolution

We would recommend that, where appropriate, concerns should initially be raised with the person providing your care. On some occasions we understand that people may find it difficult to raise a complaint with the people involved in their care.

If this is the case, you can raise your complaint with the Branch Manager directly - their contact details will have been provided in your welcome pack.

Alternatively, if you wish to discuss the issue with someone at our Head Office then please contact the Customer Liaison Manager by phoning 0207 929 2978 or emailing feedback@betterhealthcare.co.uk.

Most issues can be resolved immediately but if not then you should submit your concerns to the Branch Manager with specific details of what has gone wrong, and what you would like us to do about it.

Your complaint will be acknowledged within three working days and we will agree with you how we will communicate the response to your complaint.

We aim to complete any investigation and provide you with a response within twenty working days but if for any reason we require some more time then we will discuss this with you as soon as possible.

Stage 2 - Internal Review

If you are not satisfied with the response to your complaint, please let us know so that we can discuss any concerns with you under local resolution. You can either contact the investigator for your complaint, the Senior Operations Support Manager or our Customer Liaison Manager.

We will endeavour to resolve any outstanding issues with you to your satisfaction.

Stage 3 - Independent Review

If you remain dissatisfied following local resolution then you can refer your complaint to the Local Government Ombudsman to request an independent review. Contact details for the Ombudsman will be provided with your complaint response.

If your care is arranged and paid for by the Local Authority or Clinical Commissioning Group you can also refer your complaint to the appropriate organisation.