

# Listening to our customers

**We strive to deliver excellence, which is why we always welcome feedback from you, our valued customers. Any comments you share with us will help us to shape our service, so please do tell us what you think.**



## When we get it right

We love receiving compliments from customers and their families! Your feedback helps us celebrate our carers and improve our service to meet your needs.

To make a compliment or nominate someone for recognition, please contact your Branch Care Manager or email [enquiries@helpinghands.co.uk](mailto:enquiries@helpinghands.co.uk).

## When things don't go as expected

We are determined to provide excellent customer service, but if you feel your expectations have not been met, please let us know. Our Complaints Procedure provides a framework that is simple to use and easily accessible to all.

We take all customer feedback seriously and ensure any concerns are dealt with efficiently in a fair and honest way. We hope that most issues can be resolved quickly, but if a solution cannot be found straight away, we have a formal procedure to follow. In the first instance, please contact us to discuss any concerns you may have on:

Email: [feedback@helpinghands.co.uk](mailto:feedback@helpinghands.co.uk) Phone: **01789 767 192**

For full details, visit our Compliments and Complaints Procedure on our website:  
[www.helpinghands.co.uk/complaints-and-compliments](http://www.helpinghands.co.uk/complaints-and-compliments)



## Complaints Procedure

We follow a three-stage escalation process to handle customer concerns. All concerns are acknowledged within 24 hours, and if not resolved immediately, a response will be provided within 20 working days.

**1****Complaint -  
Stage One**

Our intention is that matters are resolved by the person managing your relationship with us - you'll find their contact details in your Support Plan. If the concern is about this person, please email **feedback@helpinghands.co.uk** and an independent manager will investigate your concerns.

**2****Complaint -  
Stage Two**

If a concern cannot be resolved at Stage One, an independent senior manager will review the findings and outcomes from the previous investigation, aiming to resolve the concern to your satisfaction.

**3****Complaint -  
Stage Three**

If a concern is not resolved at Stage Two, an independent and impartial review of the concern and all investigations will be completed by someone at director level who will make an informed decision on any further action required.



If at the end of our three-stage process you still feel that your concern has not been resolved to your full satisfaction, please contact the Local Government Ombudsman (or the Ombudsman for Wales) who will review the matter independently for you.

**Details below:**

- LGO Tel: **0300 061 0614** Website: **www.lgo.org.uk**
- Ombudsman Wales Tel: **0300 790 0203** Website: **www.ombudsman.wales**
- Care Quality Commission (CQC) Tel: **0300 061 6161** Website: **www.cqc.org.uk**
- Care Inspectorate Wales (CIW) Tel: **0300 7900 126** Website: **www.careinspectorate.wales**

Helping Hands Services are registered with, and regulated by the CQC and CIW. You can contact our regulators directly with any concerns you may have.