



## Listening to our customers

Our compliments and complaints procedure



Here at Helping Hands, we strive to deliver excellence every time, which is why we ask for feedback from our customers that enables us to continually improve our service. The opinions of our customers help us to shape our service, so please do tell us what you think.

## **When we get it right...**

We receive lots of compliments from our customers and their families. Not only is it great to celebrate the difference our carers make for our customers, but all feedback we receive helps us to shape our service, ensuring we give customers more of what they want and need. We are delighted when we receive compliments and are able to share these across the organisation. It allows our employees to be recognised for their commitment and hard work.

If you would like to make a compliment or nominate an individual or team for recognition, you can do so directly with your manager or office contact. Contact details can be found in your Support Plan.

## **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 Policy provides a framework which is simple to use and easily accessible to all. We aim to give our customers the confidence that their comments are being listened to, and that their concerns are dealt with quickly, effectively, discreetly and in a fair and honest way. We seek to learn from any given feedback and will use this to improve our services.

We hope that most issues can be resolved quickly and effectively, but in the event that 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. You'll find our contact details in your Support Plan or on our website: [www.helpinghandshomecare.co.uk/about-us/contact-us/](http://www.helpinghandshomecare.co.uk/about-us/contact-us/)

## Still unhappy?

We encourage customers to raise their concerns as soon as they can after the event occurred or the concern came to their attention, as delays in reporting these issues can cause challenges when conducting a thorough and fair investigation.

To ensure concerns are dealt with appropriately, we have a three-stage escalation process, where all customer concerns will be acknowledged within 24 hours of receipt. If the matter can not be resolved immediately, then a response will be provided within 20 working days – or 14 days for customers in Wales – to meet the requirements of our regulators.

### 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, then please email [complaints@helpinghands.co.uk](mailto:complaints@helpinghands.co.uk) and an independent manager will be allocated to investigate your concerns.

### Complaint - Stage Two

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

### Complaint – Stage Three

In the instance that a concern cannot be resolved in 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 (and the Ombudsman for Wales) who will review the matter independently for you.

## Sending us your feedback

We actively encourage feedback from our customers - both good and bad - so that we can continuously improve and ensure that we are consistently providing high-quality care.

If you have a compliment or a complaint, please get in touch. We love to hear your wonderful feedback, so please send your **compliments** to the email below or give us a call.

Email: [enquiries@helpinghands.co.uk](mailto:enquiries@helpinghands.co.uk)  
Phone: **01789 767181**

We take all issues and concerns very seriously and aim to settle each one promptly and to your satisfaction. If you would like to make a **complaint**, please contact us on the details below.  
Email: [complaints@helpinghands.co.uk](mailto:complaints@helpinghands.co.uk)  
Phone: **01789 767181**

Full details of our Compliments and Complaints Procedure can be accessed on our website: [www.helpinghandshomecare.co.uk/about-us/contact-us/complaints-and-compliments](http://www.helpinghandshomecare.co.uk/about-us/contact-us/complaints-and-compliments)

### Further Information:

We aim to resolve all concerns to your full satisfaction, however if you are not fully satisfied with the outcome of your concern you may refer your

concerns to the Local Government Ombudsman or Ombudsman Wales and ask for the concern to be independently reviewed. Details below:

- LGO: Tel: **0300 061 0614** – Website: [www.lgo.org.uk](http://www.lgo.org.uk)
- Ombudsman Wales -Tel: **03000790 0203** – Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)
- Care Quality Commission – Citygate Gallowgate, Newcastle upon Tyne, NE1 4PA. Tel: **03000 616161** – Website: [www.cqc.org.uk](http://www.cqc.org.uk)
- Care Inspectorate Wales – Welsh Government, Rhydycar Business Park, CF48 1UZ – Tel: **0300 7900 126** – Website: [www.careinspectorate.wales](http://www.careinspectorate.wales)

Helping Hands Services are registered with, and regulated by, the **Care Quality Commission (CQC) and Care Inspectorate Wales (CIW)**. You can **contact our regulators directly with any concerns you may have**.

### Whistleblowing

If you have a concern or issue that you wish to raise anonymously, please call our dedicated whistleblowing number on **0345 543 6527**, or email [whistleblowing@helpinghands.co.uk](mailto:whistleblowing@helpinghands.co.uk)