# My Support & Care Services (West Country) Ltd Complaints Procedure

It is the policy of My Support and Care services that all complaints, comments and suggestions and are dealt with quickly and effectively.

We shall make every effort to provide the best possible service. However, there may be occasions when people are not happy with the service.

We recognise the right and encourage all Customers, relatives, representatives and members of staff to inform us of any problems or complaints they may have.

In the first instance every effort will be made by the Service Manager to rectify the complaint.

The following procedure is in place to address any issues or complaints that may arise and this information should be made available to anyone wishing to complain about our service.

In the first instance anyone wishing to make a complaint should be encouraged to address the issue with the service manager. Staff must inform any complainant that details of their complaint will be recorded in the complaints book. The service manager (or in their absence, the Director) must be informed as soon as possible that a complaint has been made. At the time that the complaint is made, the person(s) making the complaint should be assured that the complaint will be investigated without prejudice and that the service manager will respond within 28 days informing the complainant of any actions to be taken.

Service manager is: Lesley Barker

 My Support and Care Services Ltd

 40a High Street

 Honiton

 Devon EX14 1PJ

The manager will make arrangements to discuss the outcome of the investigation with the complainant.

The Service Manager will respond, in writing within 28 days informing the complainant of any actions to be taken

We hope that most issues can be resolved at this stage, but if the person(s) making the complaint feel that their complaint has not been dealt with satisfactorily, or that their complaint is with the service manager, then they should be advised to contact the local authority or CQC for advice on how to proceed with the complaint.

If the complaint is not able to be dealt with satisfactorily the service manager will take advice from Avensure (our legal advisors) as the fairest and legal way to continue.

**Complaints and Concerns from Customers**

The above procedure is also applicable for Customers wishing to make a complaint; My Support and Care services Ltd recognise that Customers may need assistance to pursue a complaint. Therefore staff should be aware that:

* Customers will be offered assistance and/or will be supported to find an appropriate person to assist them if required.
* The Customer must be assured that any complaint will be fully investigated.
* Customers will be made aware that they can also make any complaints to the following bodies:
1. **Their Care manager**
2. **The Care Quality Commission (CQC)**

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

 **Telephone: 03000 616161
 Fax: 03000 616171**

**Also** The social Care Ombudsman, by writing to:

Local Government Ombudsman

10th Floor,

Millbank Tower,

Millbank, London

SW1P 4QP

We are always looking to improve our services. All comments, suggestions or complaints regardless of how small they may appear will be treated seriously and used to improve the service offered.