

What if you're not happy with the outcome?

We aim to resolve your complaint fairly and justly, however we recognise that you may not be satisfied with the outcome of your complaint.

If this is the case you must contact us again so that we can review the complaint, how we dealt with it and the outcome. Please write to the Chief Executive with your concerns and your reasons for the appeal

If you wish to take it further you can contact the Local Government Ombudsman Service to look into your complaint for you. The LGO offer a free independent service:

Phone: 0300 0610614

Online: www.lgo.org.uk/adult-social-care

Post: **The Local Government Ombudsman**
PO Box 4771
Coventry CV4 0EH

Useful Contacts

If you are commenting about a registered care home/service, you can contact the Care Quality Commission (CQC):

Phone: 03000 616 161

Online: www.cqc.org.uk/contactus.cfm

Email: enquiries.eastern@cqc.org.uk
enquiries.london@cqc.org.uk

For services not registered you can contact the local social services department where the service is based.

Contacting us



Come in

to visit the service manager or any member of staff



Call

01277 637525



Email

complaints@outlookcare.org.uk



Write to:

The Complaints Officer
Outlook Care
Unit 6, Shelduck House
Woodbrook Crescent, Radford Way
Billericay
Essex, CM12 0EQ

A copy of our complaints policy is available on our website: www.outlookcare.org.uk

Outlook Care is a registered society under the Co-operative and Community Benefit Societies Act 2014, incorporated on 24th January 1990 and recognised as charitable by HM Revenue & Customs. Registered Society Number 26988R



Please tell us what you think of our services

Outlook Care is guided by our Vision for 'People with individual needs living the lives they choose', our Values and our Mission Statements.

Outlook Care is committed to providing high quality services. We provide a responsive, customer focussed service by listening to the views and wishes of those we support.

How to help us hear you..

This leaflet tells you about how we respond to compliments, comments or complaints, and what you can expect us to do .



1

How to make a comment, compliment or complaint in the first instance

The first thing to do is let us know what's happened. You can:

- speak to the service manager or any member of staff at the Service in person or over the phone.
- email us or write to us (see 'Contacting us' on the back of this leaflet).

We'll need to know:

- If something has gone wrong we need to know exactly what, how and when it happened.
- If something has gone right, please tell us so that we can continue doing it and expand it into all our services.

2

Next steps

We'll contact you to acknowledge receipt of your compliment or complaint.

If you have made a complaint about a service, the manager will try to resolve your complaint straight away. If the complaint cannot be resolved at the source the Complaints Officer will ensure that it is fully investigated.

The Complaints Officer will:

- Acknowledge receipt of your complaint within three working days.
- Inform you who will be dealing with your complaint.
- Let you know when you can expect to hear back from us.
- Keep you regularly updated of the progress of your complaint.

3

Our final response

When we've thoroughly looked into your complaint, we'll write to let you know our final response.

This will be a detailed letter that outlines what we found, what we plan to do as a result and why we made the decision we came to.

If it looks like our investigations will take longer than 28 days from when you first contacted us, we will ensure that you are informed for the reasons for delay.