

Complaints and Compliments Process

For Service Users, Residents,
Families and Friends



Cygnnet Health Care is always looking for ways to improve its services. One of the ways we do this is by listening to what people have to say about their experience of our services. This could be a compliment that we can use to promote good practice or a complaint that could help to change the way we do things for the better.

This leaflet explains how you can give a compliment or make a complaint.

Giving a compliment or making a complaint

You can do this by:

- > talking directly to the people providing your care, this could be your nurse, support worker or the service manager
- > filling in a compliments or complaints form, which you can get from staff at the service
- > going to our website at this address: www.cygnethealth.co.uk/service-users-carers/feedback
- > writing to or emailing the service manager
- > speaking to the independent advocate for your service
- > sharing feedback at community meetings or with your People's Council representatives

Whichever method you choose you can be sure that we want to hear your views.

If you want to make a complaint here is some more information that may be helpful

Although we want to provide the best care we realise that sometimes things go wrong. We need to know when this happens so that we

can try to put things right. Cygnet wants you to know that it is okay to make complaints, it will not affect the way that you are treated in the future.

Informal complaints - concerns

There are times when you might want to tell us about things that you are not happy with. You can do this by speaking to the people who are involved in your care, we find that this is often the best way to sort things out quickly. We will keep a record of what you have told us and what we agreed as a result of the conversation. We will send you a letter about what we have discussed. If you are not happy with the letter we will explain what you need to do next.

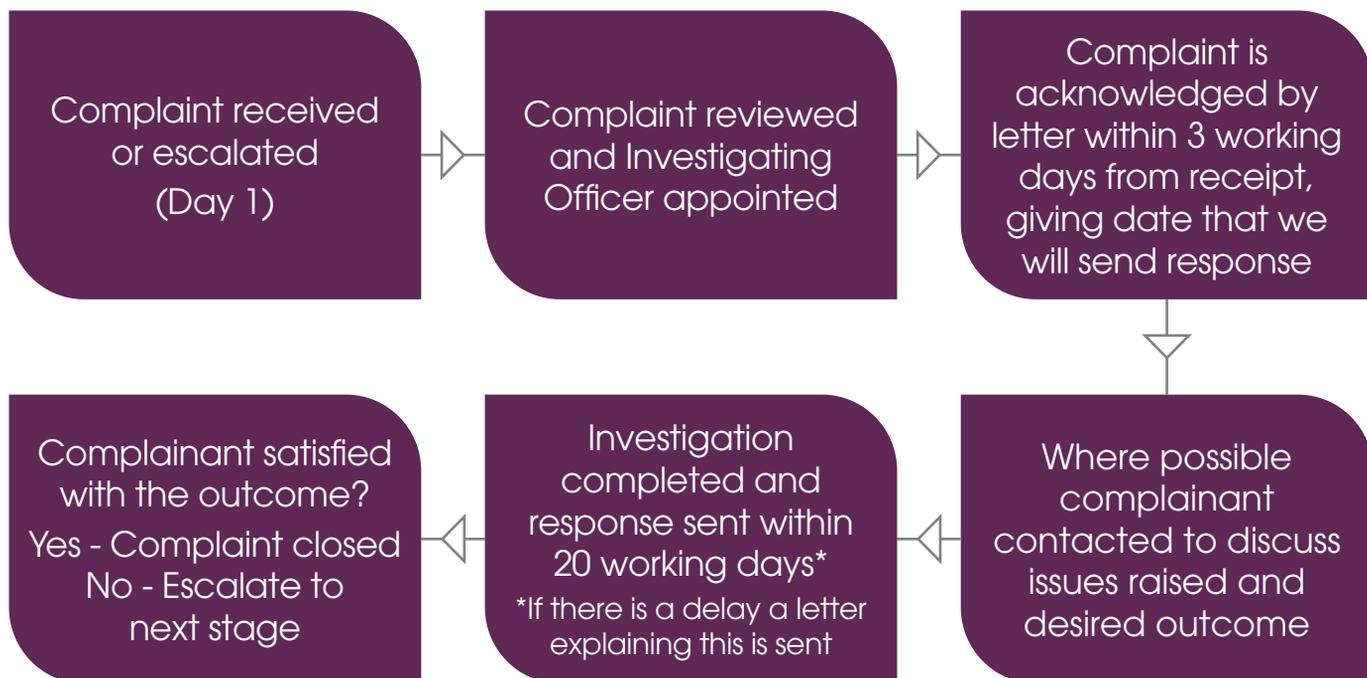
Formal complaints

These are complaints that we have not been able to resolve informally, they can be verbal or in writing. We have a 3 stage process for dealing with complaints:

- > **Stage 1:** Service Manager – Internal Review
- > **Stage 2:** Operations Director – External Review
- > **Stage 3:** Director of Nursing and User Experience Review.

Very often we are able to sort things out at stage 1, which is the service manager review. Set out below is a chart that explains simply the process that we follow for all formal complaints.

Cygnet's formal complaints process



What happens if you have been through the formal three stage complaints process and you are still not satisfied?

If by stage three you find that you are still unhappy with the outcome of your complaint there are independent adjudicators outside of Cygnet that you can contact. Before you do that they will want to know that you have raised your complaints with Cygnet first. Who you contact depends on where the service is located, see below:

Country	Organisation
England NHS funded services	The Parliamentary and Health Service Ombudsman (PHSO) T 0345 015 4033 www.ombudsman.org.uk
England Local Government social care funded services	Local Government Ombudsman (LGO) T 03000 610 614 www.lgo.org.uk
Wales	Public Services Ombudsman for Wales (PSOW) T 0300 790 0203 www.ombudsman.wales
Scotland	Scottish Public Services Ombudsman (SPSO) T 0800 377 7330 www.spsso.org.uk

Can you complain to the Care Quality Commission or other regulators?

Health and social care regulators can investigate complaints made by people who are using mental health services. They will usually ask you to make your complaint to the service that provided your care first. Further information on how regulators handle complaints can be found at the relevant website – see over.

Regulators for England, Scotland and Wales

England Care Quality Commission (CQC)
T 0300 061 6161 www.cqc.org.uk

Wales Healthcare Inspectorate Wales (HIW)
T 0300 062 8163 www.hiw.org.uk

Scotland Healthcare Improvement Scotland
T 0131 623 4342
www.healthcareimprovementscotland.org

Care Inspectorate
T 0345 600 9527
www.careinspectorate.com

Children's Homes/Services

Contact Regulators:
Ofsted (England and Wales)
T 0300 123 1231
www.gov.uk/government/organisations/ofsted

Our message to you

Please tell us when we get it right so we can keep doing it and when we get it wrong so that we can do better.



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