



PERSONAL CARE SUPPORT LTD
We Care Because We Care

Raising a Concern / Complaint

PERSONAL CARE SUPPORT LTD understands complaints to be an expression of dissatisfaction requiring a response, communicated verbally, electronically, or in writing. Complaints may be made by any Service Users, their family or advocate acting on their behalf, with their consent or in their best interests.

PERSONAL CARE SUPPORT LTD takes complaints seriously. We will aim to put things right that have gone wrong and learn lessons to avoid the problem happening again. PERSONAL CARE SUPPORT LTD will comply with legislation, national guidelines, regulation and best practice when managing complaints and suggestions. A systematic approach will be taken with all aspects of complaints and suggestions.

PERSONAL CARE SUPPORT LTD understands our statutory obligations in respect of the Duty of Candour and will ensure we follow the agreed policy and procedure. We will ensure that the complaints and compliments process at PERSONAL CARE SUPPORT LTD is fair and transparent and does not discriminate directly or indirectly because of the following:

Age, being or becoming a transsexual/transgender person

Being married or in a civil partnership, being pregnant or on maternity leave

Disability

Race including colour, nationality, ethnic or national origin, Religion, belief or lack of religion/belief

Sex, Sexual orientation

We aim to ensure complainant is made to feel free to complain without fear of reprisals and will be treated with courtesy, respect and compassion. PERSONAL CARE SUPPORT LTD will ensure that the process of how to make a complaint and the feedback is provided in a way



that meets the Accessible Information Standards and is in a format that the Service User can understand.

We are committed to delivering safe, high-quality care. If you are unhappy with any aspect of our service, we encourage you to raise your concern so we can address it promptly and improve our service.

How to Raise a Concern or Complaint

If you wish to raise concern or make a formal complaint, please contact the Registered Manager. We aim to provide a full response within 7 working days.

You can raise your concern by:

- Writing a letter
- Sending an email
- Calling us
- Speaking directly to a member of staff or visiting the office

We encourage you to put your concerns in writing where possible, to help us understand and respond fully.

Contact Details

Registered Manager
Personal Care Support Ltd
30 Roding Way, Rainham, RM13 9QD
Tel: 01708 781751 / 07444 144704
Email: contactus@personal-care-support.com
Website: www.personal-care-support.com

Advocacy Support

Independent advocacy services are available to support you in raising concerns or complaints. Please contact us if you would like help accessing these services.



Escalation Process

If your concern involves the Registered Manager, or if you are not satisfied with the response received, your complaint can be escalated to senior management. If you are still not satisfied, you may request an impartial review by a member of the Executive Team.

External Organisations

<p>Thurrock Council Civil Offices New Road Grays, RM17 6SL Tel: 01375 652802 Email: thurrock.first@thurrock.gov.uk</p>	<p>Mid and South Essex ICB Telephone 0135 365810 Email: mseicb.complaints@nhs.net (please note you should only contact the ICB if you receive FNC or CHC funding for your care)</p>
<p>Local Government Ombudsman P O Box 4771 Coventry CV4 0EH Telephone 0300 0610614 The LGO will not usually investigate a complaint until the provider has had an opportunity to respond</p>	<p>Care Quality Commission (CQC) Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 0300 061 6161 Website: www.cqc.org.uk</p>

The CQC does not investigate individual complaints but welcomes feedback about services.

Confidentiality & Fairness

- All complaints will be handled confidentially and sensitively.
- You will not be treated unfairly for raising a concern.
- We will keep you informed throughout the process.

Accessible Information

If you need this document in another format (e.g., large print, easy read, or another language), please contact us and we will arrange this.

Leave a Review!

