



COMPLAINTS AND COMPLIMENTS
Guidelines for People Using *Crossroads Caring for*
Carers Services

**Our service is only as good as you allow it to be.
If we get it right or wrong, we'd like to know.**

Crossroads Caring for Carers Services

Crossroads Caring for Carers respects the individuality of carers and people with care needs and seeks to promote their choice, independence, dignity and safety. We believe that carers must have access to high quality services that enable them to fully benefit from a break from their caring responsibilities. We aim to provide a flexible and adaptable service that meets the needs of individual carers and those they care for.

Why do we need a Complaints and Compliments Procedure?

Crossroads Caring for Carers is keen to provide service users with a high quality service that responds to needs within the limitations of our resources. In doing so, we do our best to take into account the views and wishes of those who require help from us. We welcome every opportunity to monitor and improve our service; and having a Complaints and Compliments Procedure is one way of doing this.

If you would like to comment about our service, whether it is good or not so good, we will be pleased to hear from you.

Please don't be afraid that you may lose the service or that you will be thought of as a nuisance by complaining. Our service is only as good as you allow it to be!

Who can Comment or complain

The procedure is for any of *Crossroads Caring for Carers* users – carers, people with care needs who receive a personal care service, their friends and family, people who are on the waiting list or who may have been refused a service, statutory services, other voluntary bodies and staff.

What you can do

You can make a comment or complaint either in person, by telephone, or in writing. If you wish you may use the assistance of a friend or relative in doing this, or you may prefer a member of staff to write it down for you in a way which is acceptable to you.

We hope that the vast majority of queries, concerns or complaints can be sorted out straight away with your Carer Support Worker or the Care Office staff, who will listen carefully to what you have to say. The Care Manager/ Co-ordinator will then either change the service or explain to you why this cannot be done.

Your query will normally be acknowledged within 48 hours and will then be responded to within 5 working days. All queries will be recorded so that the scheme can monitor the quality and effectiveness of its service and its response to any problems that might occur.

What happens next

If you feel the matter has not been satisfactorily resolved by the Manager or if your complaint involves the Manager and you feel unable to discuss it with him / her, you may write to the Chairperson of the Management Committee at the Scheme's address. The letter and the envelope should be marked 'Personal and Confidential' and will be forwarded to the Chairperson, unopened, who will acknowledge it within 48 hours and respond within 28 days. (In the event of the Chairperson being absent through holiday or illness, the correspondence will be forwarded to a nominated member of the committee).

Your complaint will be dealt with in the strictest confidence. However, if your complaint concerns a member of staff, the person concerned will normally be informed unless you specifically request otherwise, although this may limit the extent of further investigation.

What if I am still not satisfied

You can ask the Chairperson for your complaint to be considered again by a small Review Panel, involving a Committee member (not the Chairperson), an independent subscribed Scheme member (not on or involved with the Committee) and an Officer from Crossroads National Association. This panel will normally meet within 28 days of your request.

You will be notified in writing about the time and place of the meeting at least 10 days beforehand, so that you may attend, accompanied by a friend or relative, if you wish. Alternatively, you may wish your friend or relative to attend and speak for you if you feel unable to do so.

The Review Panel will let you and the Management Committee know its recommendations within 7 days and the reason for it. The management committee will then seriously consider the recommendations and let you know their decision within 28 days.

This will be the final stage in the Comments and Complaints Procedure, but this does not affect your right to contact your local MP, the local Ombudsman /

Commissioner for Complaints, the Authorities who fund the Scheme or the CSCI Standards Commission.

We hope that you will always be satisfied with our service and look forward to receiving your comments. If we get it right or wrong we'd like to know.

Local Commission for Social Care Inspection Office

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Chair : Margaret Crichton

Operations Manager : Anthony Rowan