

TIPS ON MAKING A COMPLAINT FOR PEOPLE PAYING FOR THEIR OWN CARE



Talk to someone you can trust

It can help to talk through your concerns with someone who may be able to help you solve the problem or if not help you make a complaint. It may be a friend, family member can help you. You can ask for advice from the local citizens advice bureau, your local MP or Councillor.



Ask for a copy of the Company's complaints procedure. This way you will know what to expect to happen when you make your complaint. Follow the steps in the procedure.



Report Abuse to the Council. The council looks at all reports of abuse even if you are paying for your care yourself. Abuse allegations are dealt with differently from complaints. You will be told what will happen and told the outcome. Telephone:0300 300 8122. After hours emergency only telephone 0300 300 8123. Leaflets are available from the Council on how to report abuse, telephone 0300 300 6346.



Raise it at the time! There is a much better chance of getting to the bottom of a complaint if the events and evidence are fresh.



Keep a record of:

✓ The date(s) you contacted the Company	✓ What you told them
✓ The full name of the person you told and their position	✓ What they said they would do



Be clear about the problem

Keep it simple but give important details about the problem:

- ✓ Times and dates,
- ✓ Names of anyone involved,
- ✓ What actually happened – try to be specific rather than make general statements. E.g. say 'the carer on Monday 1st Feb did not give me a lunch meal' Don't say ' the carers don't always give me my meals'

This will help the person looking into your complaint to investigate it



Tell them what you would like to see happen to resolve your complaint

Think about what you want them to do to put things right and tell them.



Keep going and be prepared to be persistent until the matter is resolved