



MacIntyre

Providing support...your way

Complaints and Comments about MacIntyre

We want to provide the best possible service. We therefore welcome complaints and comments (including compliments) to help us to improve our service

In dealing with complaints, comments and compliments, we aim to be:

- honest, constructive and open
- timely
- consistent and fair
- confidential and sensitive

A **complaint** is when you are unhappy with something we have done, and want something done about it.

A **comment** is when you have an idea for how we could do things better

A **compliment** is when you are pleased or happy about something we have done and you want to share this with us.

Complaints Procedure

If you are not happy with something we have done, please talk directly to any member of our staff to explain your concerns. Most concerns can be resolved informally in this way.

However if you are unable to resolve your concern by talking to our staff and remain dissatisfied, or you feel that your concern should be dealt with through formal procedures, you can make a complaint.

You can do this by:

- Writing a letter of complaint **or**
- Completing the form on the back of this leaflet (or asking any member of staff for a copy of our Complaints and Comments Form) **or**
- Telling any of our staff that you want to make a complaint and asking them to record it.

There are three stages to our Complaints Procedure:

Stage 1

Your complaint will in the first instance be passed on to the local Head of Service:

- The local Head of Service will write to you within 5 working days to acknowledge your complaint and tell you what is being done about it.
- We aim to fully resolve the concern with you within 15 working days.
- If there are practical reasons why we cannot resolve the complaint within this time, we will write to you to agree a new time for us to get back to you.

Stage 2

If you are not satisfied with the way the complaint has been handled locally, you should contact the Area Manager, who will investigate the complaint or ask another senior manager to do so.

- The Area Manager will write to you within 5 working days to acknowledge your complaint and tell you what is being done about it.
- We aim to fully resolve the concern with you within a further 15 working days.
- If there are practical reasons why we cannot resolve the complaint within this time, we will write to you to agree a new time for us to get back to you.

Stage 3

If you are not happy with the results of the investigation, you can appeal.

- A panel of will be appointed to look carefully at what has happened. You will be asked to come to this meeting.
- If you like, you can bring someone along with you to help put your view of the matter.
- We will then write to you to explain how the panel's findings will be put into action.

Independent process

If you feel that MacIntyre has not treated you fairly, or done what we reasonably could, you may take your complaint to the relevant independent organisation:

- If the MacIntyre service is paid for by a local authority: Refer to the local authority
- If the MacIntyre service is paid for by the person using the service (through self funding or a personal budget) and is CQC-regulated: Refer to the Local Government Ombudsman
- The Care Quality Commission (CQC) is the regulatory body for adult social care (and also for home care to children), and Ofsted (Office for Standards in Education, Children's Services and Skills) is the regulatory body for schools; they may be contacted where there is a concern about the quality or safety of a regulated service
- In Wales: contact Care and Social Service Inspectorate Wales (CSSIW) or the Welsh Assembly Government

Different ways to complain

If you do not feel able to raise your concern directly with staff at the MacIntyre service involved, you can:

- Complete the form on the next page and send it to the local MacIntyre office – addressing it to the 'Area Manager'
- Complete the form on the next page and send it to MacIntyre Head Office at:
602 South Seventh Street
Milton Keynes
MK9 2JA
- Telephone the local MacIntyre office, or the Head Office on **01908 230100**
- Email your complaint to **customer.solutions@macintyrecharity.org**
- You can download a copy of this leaflet or our Complaints, Comments and Feedback Policy from our website **www.macintyrecharity.org**

If you would like to be sent a full copy of our Complaints, Comments and Feedback Policy, please ask.

Your complaint, comment or compliment

Your Name: _____

Your address: _____

Today's date: _____

Name or location of the MacIntyre service you wish to comment on:

Your complaint, comment or compliment:

What would you like us to do to put things right?

Please see the previous page for where to send your comment.