



MacIntyre

Providing support...your way

Complaints and Compliments about MacIntyre

We want to provide the best possible service. We therefore welcome complaints, suggestions and compliments to help us to improve our service.

In dealing with complaints, suggestions 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 **suggestion** 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 you 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 Form) **or**
- Telling any of our staff that you want to make a complaint and asking them to record it.
- You can ask a representative to complain to MacIntyre for you if you wish.

There are three stages to our Complaints Procedure:

Stage 1

If your complaint is 'informal' or relates to something that can be put right quickly and easily, it will be passed on to the local manager:

- The local manager will contact you within 3 working days to acknowledge your complaint and tell you what is being done about it.
- We aim to fully resolve the complaint with you within 14 days.
- If there are practical reasons why we cannot resolve the complaint within this time, we will contact you to agree a new time for us to get back to you within a further 14 days.

Stage 2

If you are not satisfied with the way the complaint has been handled locally, or the complaint is more 'formal' or raises serious issues, it will be passed on to the Area Manager, who will investigate the complaint or ask another senior manager to do so.

- The Area Manager will write to you within 3 working days to acknowledge your complaint (including a written record of the complaint, if you made it in person or by telephone) and to tell you what is being done about it, including the name of the person who will investigate.
- We will keep you informed about the progress of the investigation, and aim to fully resolve the concern with you within 14 days (unless certain formal processes make this impossible).
- 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 within a further 14 days.

Stage 3

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

- A panel will be appointed to look carefully at what has happened. You will be invited to put your views to the panel.
- If you like, you can bring someone along with you to help put your view of the matter.
- The appeal panel will check that the investigation was conducted in a reasonable and fair way, and that the response to the investigation was adequate. It is not a new complaint or re-investigation.
- We will aim to hold the appeal panel within one month of your appeal. 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.
- We will then write to you to explain how the panel's findings will be put into action.
- Stage 3 is the final part of the MacIntyre's complaints procedure.

Independent process

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

- If the 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
 - Telephone: 0300 061 0614
 - Website: www.lgo.org.uk/adult-social-care
 - Write to: LGO, PO Box 4771, Coventry CV4 0EH
- The Care Quality Commission (CQC) is the regulatory body for adult social care (and also for home care to children) in England; it may be contacted where there is a concern about the quality or safety of a regulated service.
 - Telephone: 03000 616161
 - Website: www.cqc.org.uk
 - Write to: CQC, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
- In Wales, you can contact:
 - The regulator CSSIW at cssiw@wales.gsi.gov.uk or 0300 7900 126 or Welsh Government office, Rhydycar Business Park, Merthyr Tydfil CF48 1UZ
 - (If self-funded) the Public Services Ombudsman for Wales at www.ombudsman-wales.org.uk or 0300 790 0203 or Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

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 from our website www.macintyrecharity.org.

You can use any of these ways to complain anonymously. If you do, we will look seriously into your complaint, but obviously we will not be able to clarify the issues concerned with you or tell you what we will do in response.

If you wish to complain about one of our schools or children's homes, you can do so in any of the above ways. You will be sent a copy of the MacIntyre Complaints Procedure that has been adapted to the specific needs of the school or home.

If you would like to be sent a full copy of our Complaints, Compliments and Feedback Policy, please ask. This procedure can be made available on request in other languages and in other formats.

Your complaint, suggestion or compliment

Your name:

Today's date:

Your address:

.....

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

.....

Your complaint, suggestion or compliment:

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

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