

Complaints and Compliments

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. If you feel that the service expectations are not being met or you have any concerns surrounding the support you receive from you can follow our complaints process by contacting the Registered Manager either by tel 01482 606040, by email to homecare@nlgroup.co.uk or by writing to us at the following address .

Homecare Manager
Riverside House
3 Earls Court
Henry Boot Way
Hull
East Riding of Yorkshire
HU4 7DY

If you also feel that the service is meeting your expectations and you would like to compliment the service please contact our offices, it is equally important to us to recognise and compliment quality care or service you have received from our team.

We can assure all Service Users and customers that no-one will be victimised for making a complaint, we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary.

We do not wish to confine complaints to major issues and encourage Service Users to comment when relatively minor matters are a problem to them, It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

We are currently updating our website to enable you to complete Complaints and Compliments online via our website.

Our commitment to you during a complaint

Stage One

- All complaints will be taken seriously;
- All complaints will be acted upon with fairness and impartiality;
- You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days;
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;
- If you are not satisfied with our initial response at the end of stage 1, you may contact the Nominated Person, Mark Hathway to appeal any decision made.

Stage Two

- You can expect a written acknowledgement to your complaint;
- You can expect a detailed response to your complaint within 20 working days of receipt;
- You will be notified in writing of any delays with reasons if a detailed written response within 20 days is not possible;
- If you are not satisfied with our initial response at the end of stage 2, you may escalate your complaint further to an external party linked to the package of care and its delivery, such as your local Council or Social Worker.

Stage Three

- We hope that we would have resolved your complaint if however you are dissatisfied with our response after stage 2 you can contact the regulator of care services the Care Quality Commission (CQC) at the address indicated below:

Care Quality Commission (CQC), National Correspondence, City gate, Gallowgate, Newcastle upon Tyne, NE1 4PA