

Your comments matter

Your views are important to us. They help us to know what we are doing well and where we can improve. You should never be put off making a complaint because you don't want to make a fuss or because you don't want to get someone into trouble. The complaints procedure is an important tool for us to identify where we are going wrong and so benefits others using our service.

We hope that most problems can be sorted out easily and quickly at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a formal complaint, it should be made in writing to the Chief Executive within 12 months of the incident that caused the problem.

You can complain on behalf of someone else if they wish you to and are unable to do so themselves. It may be necessary for the person you are representing to sign a form of authority once the complaint is submitted.

What happens next?

If you have put your complaint in writing to the Chief Executive, it will be acknowledged in writing within 2 working days of receipt. Your complaint will then be investigated. If there is any delay, you should be kept informed.

When we investigate your complaint we will aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned if you would like to do so.
- Make sure you receive an apology where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.

The Chief Executive will write to you with the findings of her formal investigation into your concerns within 28 working days.

Alternatively, should you wish to make a comment to an independent body, you may contact our regulator, the Care Quality Commission, at the address below:

Care Quality Commission National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone no. 03000 616161