



SpringCARE

# **How to make a complaint**

Sometimes things go wrong with our care services.

This booklet tells you what to do if you or your family want to make a complaint.

## What is a complaint?



A complaint is when you feel **unhappy** about a service

This may happen because:

We do something in the wrong way

We don't do something that should have been done

We do something that should not have been done

## Who can help me make a complaint?

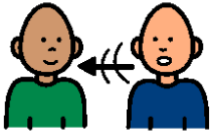


- A family member or friend
- A carer
- An advocate

## What should I do if I am unhappy?



Firstly, please talk to us.



Please speak to one of the staff.

We can usually answer your questions and put things right quickly



## If you are still unhappy?

### Head Office:



Springcare Limited  
Nicholson House  
Shakespeare Way  
Whitchurch Business Park  
Whitchurch  
Shropshire  
SY13 1LJ



Telephone: 01948 661400



Email: [info@springcare.org.uk](mailto:info@springcare.org.uk)

## What happens next?

We will try and put things right

We will explain why things went wrong

We will try and make things better

## What we will do

When you make a complaint we will:



Let you know we have received your complaint



We will look into the problem

We will help you to understand what is happening at every stage.  
We will let you know how things went wrong and what we are going to do to put things right.

## Help and Support to make a complaint



Advice line 08006781602 open 8am – 7pm  
365days of the year

Or:



[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Advice Line 03002221122 open 24hrs 365 days a year.

## Who else will listen to my complaint?

You can contact the Care Quality Commission (CQC)



**Care Quality Commission**  
National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA



Telephone: **03000 616161**



Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Website: [www.cqc.org.uk](http://www.cqc.org.uk)

or



You can also talk to your local Adult Social Care Department at the local council

## If you are not happy with the response



You can talk to the Local  
Government Ombudsman

This can be done by



Telephone: **0300 061 0614**



**By using the complaint form on the  
LGO website:**  
[www.lgo.org.uk](http://www.lgo.org.uk)



**The Local Government Ombudsman**  
PO Box 4771  
Coventry  
CV4 0EH

## Our promise to you

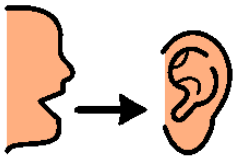
We will ensure you are treated fairly and you receive appropriate support throughout the complaint



Make sure that if you have  
complained it will not affect your  
future care.

Sor  
ry

When mistakes happen we will say sorry, explain what went wrong and put things right quickly and effectively.



Ensure that we listen and learn from what you say if you complain about services.