



Easy-Read Guide for Compliments, Comments, Complaints or Concerns

This leaflet tells you what to do to make a complaint, comment, or compliment about our services

Copies of this leaflet are available in large print on request.



**Best at Home Care Services
has a Complaints Policy**

What is a complaint?



A complaint is when you feel unhappy about a service, and you want a response from us.

You may be unhappy because:

- We do something in the wrong way.
- We do something that should not have been done.
- We do not do something that should have been done.



We welcome complaints and we want people to tell us if they are unhappy – they help us improve our services.

Who can help you make a complaint?



- A member of staff
- A family member or friend
- A carer
- An independent advocate – this is someone who acts on your behalf to support you in making decisions.

What should you do if you are unhappy?



Speak to a member of staff or a manager.

We can usually answer your questions and put things right quickly.



You can contact us by:



TELEPHONE

Merton Telephone:

0203 0920 449 / 0203 5816 620

Portsmouth Telephone:

0203 0920 449 / 07355 092 289

On Call: 07961077900



EMAIL

info@bestathomecareservices.com



OUR WEBSITE

<https://www.bestathomecareservices.com/>



LETTER

Best at Home Domiciliary Care Services Ltd
Southerton House, Boundary Business
Court, 92 - 94 Church Road,
Mitcham, CR4 3TD

If you are still unhappy, what can you do?



You can talk to a member of staff or a manager. A member of staff can support you to make your complaint.

What we will do

3

We will contact you within 3 working days.



We will discuss your complaint with you.



We will agree with you what we will do and when.



After the investigation, we will send you a written response.

Your feedback is important to us.



We are pleased to receive **your suggestions so that we can learn and take action** to improve the service and the care we provide.

We would also like you to **let us know when you are happy** with the care that we give you.

Speak with us if you would like to:



Make a comment or suggestion.



Tell us thanks.



Let us know about something you are unhappy with.



Ask a question.



Instead of us, you can contact the CQC:



TELEPHONE

03000 616161

Phone lines are open Monday to Friday, 8.30am to 5.30pm, excluding bank holidays.

If English is not your preferred language, you can ask them to arrange an interpreter when you call.



EMAIL

enquiries@cqc.org.uk



THEIR WEBSITE

<https://www.cqc.org.uk/give-feedback-on-care>



LETTER

Care Quality Commission
2 Redman Place
London
E20 1JQ



If you need any help to make a complaint, you can get help from:



Surrey Advocacy Hub



0300 456 2370 or Text the word 'pohwer'
with your name and number to 81025



pohwer@pohwer.net

skype: pohwer.advocacy



www.surreycc.gov.uk



Quadrant Court
35 Guildford Road,
Woking, Surrey, GU22
7QQ



If you need any help to make a complaint, you can get help from:



Portsmouth Advocacy Hub



023 8202 7810



info@solentmind.org.uk



www.solentmind.org.uk



Solent Mind
15-16 The Avenue
Southampton
SO17 1XF

Our Promise to you



You will be treated fairly and receive support throughout the complaint.



Making a complaint will not affect the support you receive.



When mistakes happen, we will acknowledge them, apologise, explain what went wrong and put things right.



We will listen and learn from what you say if you complain about services.