



Complaints Procedure

How to complain to The Lilies Ltd

This section sets out and explains to customers of The Lilies Ltd how to make a complaint, and provides a complaint form, which may be used for this purpose. Refer to Complaints Form in Appendix 1.

Why is a complaints procedure needed?

Most service users are generally happy with the care service provided by The Lilies Ltd, however, from time to time you may feel you need to complain about an aspect of the service. We believe that complaints and compliments are a valuable indicator of quality of Service, and an opportunity to improve that quality. We assure all Service Users 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. We encourage Service Users to comment when quite minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being treated disrespectfully. It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action taken. Only in that way can we work towards meeting our aim of continuously improving our service. Complaints will in no way prejudice the service you receive.

What should I do before submitting a complaint?

Before submitting a formal complaint, please see whether the matter you are unhappy about can be resolved by an informal discussion with the care assistant concerned. It may be there is a simple misunderstanding, which can be easily put right. At the same time, please be sure in your own mind that the matter you wish to complain about is something The Lilies Ltd is responsible for. In deciding this you may wish to consult your Terms and Conditions of Business and the Service Users Guide. If The Lilies Ltd arranges care at the request of social services you may wish to inform them of any complaints. Your social services case manager will provide their procedure.

How should I make a complaint?

You can make a complaint in two ways:

- Telephone The Lilies Ltd's office and ask to speak to the Registered Manager.
- Write to Mrs Emmah Zinyama, Managing Director, setting out your complaint.

Who will deal with the complaint?

The Manager who is responsible for arranging your care will answer the complaint within fourteen days. If a full reply is likely to take longer, then you will be given a timescale within which your complaint will be answered.

What happens if I am not happy with the response?

You are entitled to write to the Director, stating why you are not happy with the response you have received. If after this stage there is still an unacceptable outcome, you have the option of obtaining independent advice.

Where can I obtain independent advice?

At any stage in your complaint you may wish to have independent advice. A local Citizen's Advice Bureau or Social Services office may be able to help. Your local MP or Councillor can also give you independent advice. You may also submit your complaint to the Care Quality Commission at CQC.

Addresses

<p>Director of Social Services: South Area Social Services Customer Focus Centre Conleach Road Liverpool Merseyside L24 0TR</p> <p>Telephone: 0151 448 0628</p>	<p>Care Quality Commission: Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 0300 061 6161 Fax: 0300 061 6171</p>
<p>Local Primary Care Trust: 61-69 Seel Street Liverpool L1 4AZ</p> <p>Telephone: 0151 296 7000</p>	<p>The Local Government Ombudsman PO Box 4771 Coventry. CV4 0EH Tel: 0845 602 1983 or 024 7682 1960 Fax: 024 7682 0001 advice@lgo.org.uk</p>

Advocates

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Some of those currently known to us are:

Speke Advice Service
Five For Families Centre
Conleach Road
Speke
Liverpool
L24 0TW

Telephone: 0151 486 8545

Seton Independent Advocacy Services Ltd
7 Vogan Avenue
Liverpool
L23 0SG
Telephone: 0151 284 2179

Flintshire Advocacy Services
1 The Podium
Ambrose Lloyd Centre
Mold
CH7 1NP
Telephone: 0135 275 9332

Arrangements for your voting rights can be made through the:

**Liverpool City Council,
Municipal Buildings,
Dale Street
Liverpool
Merseyside
L2 2DH
Telephone: 0151 233 3028
Minicom: 0151 225 3275**

Other documents

You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on admission and subsequently published on the notice board in The Agency, and copies are available from the manager at any time.

Can I present my case in person?

You have the right to meet a staff member in person at each stage of the complaints procedure, if you wish to do so. A friend or adviser to help you put your case may also accompany you.

Finally

Most complaints arise out of misunderstandings, The Lilies Ltd staff genuinely wishes to help, and we urge you therefore to discuss any problem with us at the earliest opportunity. Our aim is to provide you with a quality service at all times.

For the purpose of license and registration to the Care Quality Commission (CQC) the following applies:

Mrs Emmah Zinyama Registered Manager