

EASY READ

COMPLAINTS AND COMPLIMENTS

POLICY



Introduction



Complaints

If you are unhappy with the service you receive from Vivo Care Choices we want you to tell us.

Sometimes you can solve your problem by just speaking to a member of staff or you can speak to a staff member at Head Office.



Compliments

We like to know when we have done something well.

This is called giving us a compliment.



Comments or suggestions

We want to know if you have any comments or suggestions on how we may be able to improve our services.

Making a complaint

unhappy



If you are unhappy, firstly talk to a member of staff and they will be able to help solve your problem.

If you feel you cannot talk to the staff at the service or are still unhappy please go to Stage 1.

office



Stage 1

If you feel your complaint has not been resolved, contact the Quality Team at Head Office in Chester.

general office



Stage 2

If you still feel your complaint has not been resolved, your complaint will be allocated to a Manager to review. They may need to investigate again.

manager



Stage 3

If you are still unhappy, please contact our Director of Vivo who will review your complaint further.

Head office complaints contact information



Telephone:

Ask to speak to the **Quality Lead**

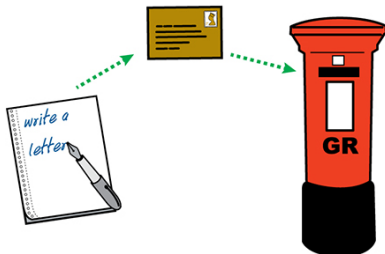


You can send a complaint through our web form on our website at:

www.vivocarechoices.co.uk

Or you can email us direct at:

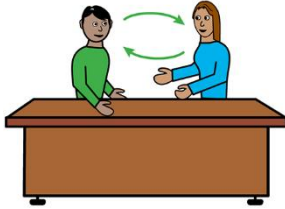
feedback@vivocarechoices.co.uk



Alternatively you can write to us at:

Quality Lead
Vivo Care Choices
Head Office
Lightfoot Lodge
Lightfoot Street
Hoole
Chester
CH2 3AD

When you make a complaint we will:



Take your complaint seriously and treat you fairly

confidential



Treat your complaint confidentially.



Keep you updated on the progress of your complaint



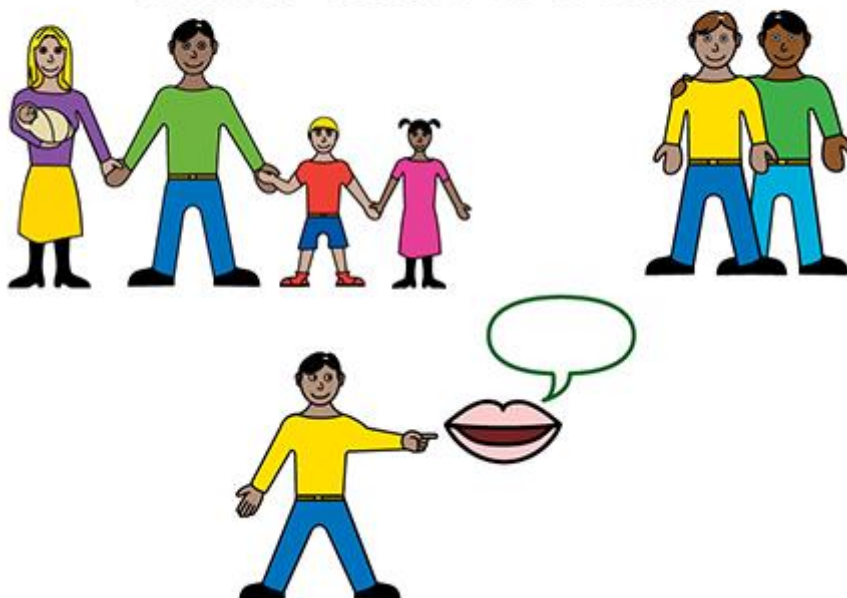
Respond to the complaint the way you prefer. For example, email, letter, phone or face to face.

Who can help you make a complaint?

You can ask anyone, at any stage to help you with your complaint. This could be:

- Your support worker
- Your friend
- A family member
- A social worker
- An advocate
(An advocate is someone who can speak for you if you want some help)

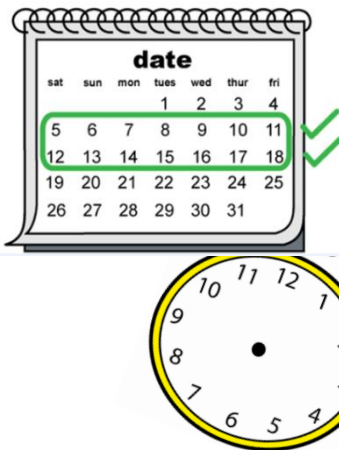
family friends and advocate



Stage 1—To make a complaint:



Speak to your Support Worker or a Manager. You can also contact the Quality Lead at Head Office who will ask a Manager to look at your complaint.



We will talk to you about your complaint and how long it will take to resolve. We will always send you a response.

unhappy



If you feel your complaint has not been resolved we can explain how you can go to Stage 2 of our process.

Stage 2—If you are still unhappy:

frustrated



If you feel your complaint has not been looked at properly, you can ask a Service Manager to look into it further.

Contact the Area Manager who will help you.

You will need to let us know within **14 days**.



If you feel your complaint has still not been fully resolved, we can explain how you can go to Stage 3 of our process.

Stage 3 — If you are still unhappy:



You can contact Vivo's Director, who will help with your complaint at Stage 3.

The Director will look at why you are still unhappy with your complaint and may be able to help you.

The Director may ask to meet you or ask for more information before your complaint is looked into.



Your complaint will be responded to in 28 days.

If you are not happy with the outcome, you can complain outside of Vivo Care Choices to an external body. Please see next page for contact details.

Who else can help with your complaint?



You can also talk to your Local Authority (Cheshire West and Chester)

Online:

<https://www.cheshirewestandchester.gov.uk/residents/contact-us/complaints-and-feedback/customer-feedback>

Telephone: 0300 1238123

By Post:

The Portal, Ellesmere Port, Wellington Road, Ellesmere Port, CH65 0BA

By Email: enquiries@cheshirewestandchester.gov.uk



You can also talk to your Care Quality Commission Office (CQC)

Online: www.cqc.org.uk

Telephone: 03000 616 161

By Post: National Customer Service Centre, Citygate, Gallowgate,
Newcastle upon Tyne, NE1 4PA

E-mail: enquiries.northwest@cqc.org.uk

Local Government &
Social Care
OMBUDSMAN

If you are still unhappy with the responses from Vivo Care Choices you can contact:

Local Government Ombudsman who are a team of people who can look into complaints about Councils and other social care services for adults.

Online: www.lgo.org.uk/making-a-complaint

Telephone: 0300 061 0614

Text 'call back' on 0762 480 4323

By post: P.O. Box 4771, Coventry CV4 0EH

Email: advice@lgo.org.uk

Compliments



If you want to tell us something that we have done well, you can tell a member of staff, Manager or Head Office.

You can do this by:

- ◆ Speaking to staff
- ◆ Writing a letter
- ◆ Sending an email



COMPLAINTS FORM

Your feedback is very important to us. Please tell us about your complaint or any concerns you may have:

| ABOUT YOUR COMPLAINT | | |
|--|-----------|------------|
| Please provide a brief description of your complaint <i>(if necessary, please continue on another sheet)</i> | | |
| | | |
| ABOUT YOU | | |
| Name | | |
| Address and Post Code | | |
| Contact Numbers | Home Tel: | Mobile No: |
| | | |
| Email address: | | |
| How would you like us to communicate with you? (Please tick) | | |
| Telephone | Letter | Email |

You can give this form to a local member of staff.

The information you have provided will be used for the purpose of this service only. We feel it is important to make you aware that where necessary we may notify CQC (Care Quality Commission), police or the local authority of concerns raised where this is appropriate. Otherwise, we will not disclose any information about you to outside organisations or third parties without your consent, unless there is a legal requirement to do so.



COMPLIMENTS FORM

ABOUT YOUR COMPLIMENT

| |
|--|
| |
|--|

ABOUT YOU

| | | |
|--|-----------|------------|
| Name | | |
| Address and Post Code | | |
| Contact Numbers | Home Tel: | Mobile No: |
| | | |
| Email address: | | |
| How would you like us to communicate with you? (Please tick) | | |
| Telephone | Letter | Email |

You can give this form to a local member of staff.



SUGGESTIONS / FEEDBACK FORM

ABOUT YOUR SUGGESTION / FEEDBACK

ABOUT YOU

| | | |
|--|-----------|------------|
| Name | | |
| Address and Post Code | | |
| Contact Numbers | Home Tel: | Mobile No: |
| | | |
| Email address: | | |
| How would you like us to communicate with you? (Please tick) | | |
| Telephone | Letter | Email |

You can give this form to a local member of staff.

Head Office
Vivo Care Choices
Lightfoot Lodge
Lightfoot Street
Hoole
Chester
CH2 3AD