

# Feedback and compliments

Sometimes people just want to give us feedback or compliments on how we are doing or tell us about something they think we should know. This can be done through our 'contact us' form at <https://www.cygnetsgroup.com/contact/> or simply scan the QR code.

Scan me to raise a concern or complaint

Scan me to leave feedback or a compliment



## Regulators for England and Wales

<b>England</b>	<b>Care Quality Commission (CQC)</b> Tel: 03000 616 161 <a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Wales Health Care</b>	<b>Healthcare Inspectorate Wales (HIW)</b> Tel: 0300 062 81 63 <a href="http://www.hiw.org.uk">www.hiw.org.uk</a>
<b>Wales Social Care</b>	<b>Care Inspectorate Wales (CIW)</b> Tel: 0300 7900 126 <a href="https://www.careinspectorate.wales">https://www.careinspectorate.wales</a>

## Ombudsmen for England and Wales

<b>England (NHS funded services)</b>	<b>The Parliamentary and Health Service Ombudsman (PHSO)</b> Millbank Tower , Millbank London, SW1P 4QP Tel: 0345 015 4033 <a href="http://www.ombudsman.org.uk">www.ombudsman.org.uk</a>
<b>England (Local Government social care funded services)</b>	<b>Local Government Ombudsman (LGO)</b> PO Box 4771 , Coventry, CV4 0EH Tel: 03000 610 614 <a href="http://www.lgo.org.uk">www.lgo.org.uk</a>
<b>Wales</b>	<b>Public Services Ombudsman for Wales (PSOW)</b> 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ Tel: 0300 790 0203 <a href="http://www.ombudsman-wales.org.uk">www.ombudsman-wales.org.uk</a>



**Head office address:** F.A.O. Complaints and Compliments Team, Cygnet, 3rd Floor, 4 Millbank, London SW1P 3JA



## Feedback, Compliments and Complaints

Policy and procedure for people who use, or come into contact with our services in England and Wales



**Our priority is putting individuals at the heart of all we do in the delivery of safe, high quality care.**

We spoke with people who use our services, experts by experience, families, carers and staff about what they would want our approach to complaints to look like. This is what they told us:

- > I want to see a **positive culture** around complaints handling.
- > I want to **feel listened to** when I have given my feedback.
- > I want staff to **be honest** with me.
- > I want staff to **capture to my views**.
- > I want staff to **learn from my experience**.

**Raising a complaint or concern about staff, a service or something else.**

You can do this by:

- > Talking directly to the people providing your care, this could be your nurse, support worker or the service manager.
- > Filling in a complaints form, which you can get from staff at the service.
- > Going to our website at this address: [www.cygnetgroup.com/service-users-carers/information-for-family-carers/feedback](http://www.cygnetgroup.com/service-users-carers/information-for-family-carers/feedback) and clicking 'Submit a concern or complaint', or scanning our **QR code** at the end of this leaflet.
- > Emailing or writing to the service manager.
- > Speaking with an independent advocate.
- > Sharing feedback at community meetings or with your People's Council representatives.
- > Writing to us at our Cygnet Head Office address on the back of this leaflet

**Whichever method you choose, you can be sure that we want to hear your views.**

If you want to make a complaint here is some more information that may be helpful:

- > We will investigate complaints made within 12 months of the incident, or 12 months of discovery of the incident.
- > **Informal complaints:**  
An informal complaint is a complaint made verbally or in writing that can be resolved by the end of the next working day.
- > **Formal complaints:**  
A formal complaint is a complaint made verbally or in writing that cannot be resolved quickly and will require a longer period of time to investigate. If you request your concern to be treated as formal, we will follow the formal complaints procedure.

## Appeals

**There are times when we may not have been able to resolve complaints to your satisfaction. In these instances, we have an appeals process that you can request once you have received a response from the Service Manager; Stage 1 of our process.**

- > **Stage 2:** Operations Director Review – an Operations Director will review your complaint, and Stage 1 investigation, to determine whether this was carried out well and the right outcome was reached.
- > **Stage 3:** Director of Nursing and User Experience Review - our Director of Nursing and User Experience will review your complaint, and investigation at Stage 1 and 2, to determine whether this was carried out well and the right outcome was reached. This is the final stage of our process.

If you are still unhappy with the outcome of your complaint after Stage 3, you can contact the Ombudsman to look at your complaint, and our response, independently from Cygnet. Before you do that, they will want to know that you have raised your complaint with Cygnet first. You can find the details the Ombudsman and our Health and Social Care regulators on the back of this leaflet.

## Cygnet's formal complaints process for Health Care and Social Care

