

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.cygnetgroup.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

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

Ombudsmen for England and Wales

England (NHS funded services)	The Parliamentary and Health Service Ombudsman (PHSO) Citygate, Mosley Street, Manchester M2 3HQ Tel: 0345 015 4033 www.ombudsman.org.uk
England (Local Government social care funded services)	Local Government Ombudsman (LGO) PO Box 4771, Coventry, CV4 0EH Tel: 03000 610 614 www.lgo.org.uk
Wales	Public Services Ombudsman for Wales (PSOW) 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ Tel: 0300 790 0203 www.ombudsman-wales.org.uk



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**.

Your Feedback Matters to Us

We highly value your feedback. Whether you choose to communicate with us by email, phone, or in-person, we want to hear your views. It is our goal to resolve any issues that arise swiftly and to your satisfaction. We are always learning from your feedback to improve our services. Your input helps us understand what's working well and what needs to be better. By listening to you, we can make positive changes and continue to provide high-quality care.

Commitment to resolving your concerns quickly

If you do have cause to raise a concern or complaint with us, we aim to respond to, and resolve, all complaints quickly. However, some issues can be complicated and may take more time to investigate properly. These complex complaints often involve different parts of our team working together. Our main aim is to make sure every complaint is handled fairly and thoroughly, even if it takes a bit longer.

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.cygnetsgroup.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

Keeping You Informed

We understand the importance of keeping you updated on the progress of your complaint. We are committed to maintaining clear and open communication throughout the entire process. Should we need more time than initially anticipated, we will inform you as soon as we know.



Our Complaints Process

Early Resolution

We aim to resolve your concerns within 5 working days by addressing the issues you raise and providing you with a response. If you are not satisfied with our response, you can request a Stage 1 Investigation.

Stage 1 Investigation

At stage 1, we will assign an investigator who will contact you to discuss your concerns. We aim to provide a response within 20 working days. If this timescale cannot be met, we may need to extend the time we take to provide a response. We will aim to provide a response within 60 working days.

Stage 2 Appeal

If you are not satisfied with the resolution at Stage 1, you can request an appeal within 28 days of receiving our response.

An Operations Director will review the appeal to determine if the correct outcome was reached or if further investigation is needed.

Stage 3 Appeal

If you remain dissatisfied after Stage 2, you may request a final review by the Director of Nursing and User Experience.

They will assess whether the right decisions were made at Stages 1 and 2 and determine any additional actions required.

Ombudsman

If you are unhappy with the outcome at any stage, you can contact the Ombudsman for an independent review of your complaint and our response. They may require you to first raise your complaint with us. Contact details for the Ombudsman and our Health and Social Care regulators can be found on the back of this leaflet.