



Let's think about
**making a
complaint**



Cygnet has a
Complaints Policy.



This easy read document
is about how to make
a complaint about our
services.

What is a complaint?



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

You may be unhappy because:



- we did something in the wrong way

- we did something that should not have been done



- we missed something out from your care

Who can I talk to?



You can talk to staff about any complaints. Here are some examples of who you might want to talk to:



staff



manager



a family member
or friend



inspectors



advocate



social worker

An **advocate** is someone who supports you to make decisions.

How to complain



Most complaints are solved through talking. Staff will listen to you and answer your questions.



You can also share concerns at community meetings or People's Council.

If you are still unhappy you can



Fill out a complaints form. Staff can give this to you and help you to fill it out.



You can write to or email the service manager.

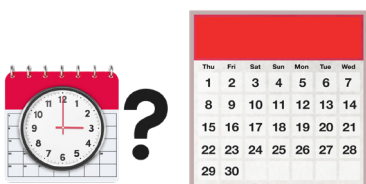
What we will do



Your complaint is seen by people in charge of your care.



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



We will deal with your complaint as quick as we can. But it can take up to 20 days for you to get feedback.



We will send you a letter about what we have found.



When mistakes happen we will apologise. We will explain what went wrong and make things right.

Our promise to you



We will listen to you when you talk to us. We will read all complaints.



You have the right to say how you feel.



Making a complaint will not affect the support you receive.



We can support you to understand what is happening.



Your complaints help us improve our services.

The outcome



When you receive your letter about your complaint think about if you are happy with the outcome?



Yes! I am happy



Your complaint is finished



No! I'm not happy



Talk to your advocate or a member of staff. They will help you take your complaint further.



More information



If you want to read more about the complaints process you can go to the main Cygnet website on the internet:

<https://www.cygnetgroup.com/service-users-carers/information-for-family-carers/feedback/>

Staff can help you go to the website on a computer.

QR codes

To submit a concern or read more about the complaints process you can scan the QR codes below. You will need a phone or tablet to do this. Staff can help you.



Submit a concern or complaint



More information about complaints

Regulators

Regulators for England, Scotland 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 8163  www.hiw.org.uk
Wales – Social Care	 Care Inspectorate Wales (CIW)  Tel: 0300 7900 126  https://www.careinspectorate.wales
Scotland	 Care Inspectorate  Tel: 0345 600 9527  www.careinspectorate.com  Healthcare Improvements Scotland  Tel: 0131 623 4342,  www.healthcareimprovementscotland.org

Ombudsmen

Ombudsmen for England, Scotland 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
Scotland	 Scottish Public Services Ombudsman (SPSO)  FREEPOST SPSO  Tel: 0800 377 7330  www.spsso.org.uk



Your notes

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**Accessible
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