

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

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 & Social Care 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

We welcome feedback by email, phone, or in person. It helps us improve and deliver high-quality care. Your views show us what is working and where we need to do better.

Our Commitment to Resolving Concerns

If you raise a concern or complaint, we aim to respond and resolve it quickly. Some issues may take longer if they are complex, but we will always ensure they are handled fairly and thoroughly.

Keeping You Informed

We will keep you updated throughout the process. If more time is needed, we will let you know as soon as possible.



How to Raise a Concern or Complaint.

You can share a concern about staff, services, or anything else by:

- > Speaking to staff or the service manager
- > Filling out a complaints form
- > Visiting our website: www.cygnetsgroup.com/service-users-carers/information-for-family-carers/feedback
- > Scanning the QR code at the end of this leaflet
- > Speaking with an independent advocate
- > Sharing feedback at community meetings or People's Council
- > Writing to Head Office (address on the back of this leaflet)

How We Handle Complaints: We are here to listen and support you. If you have a concern or complaint, we want to understand what has happened and work with you to find a solution. We use a two-stage approach to handle complaints:

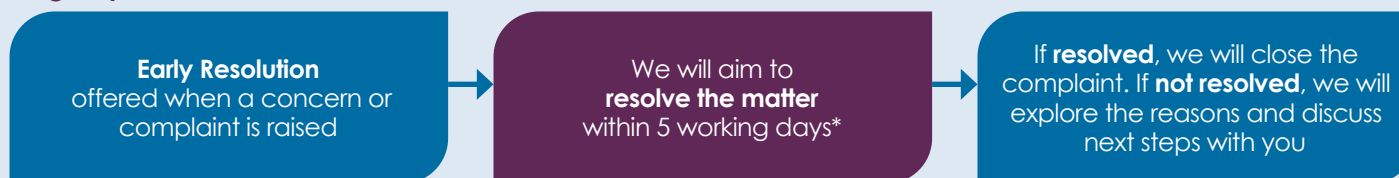
- > **Early Resolution.** If you have any concerns, we will do our best to resolve them quickly and to your satisfaction in the first instance. We are here to help and aim to put things right as quickly as possible.
- > **Investigation.** If the matter is complex and may take longer to resolve, we will make sure it is looked into thoroughly. We will communicate our findings and explain what will happen as a result, with the aim of resolving your concerns.

Our Commitment. We genuinely want to resolve things to your satisfaction and put things right if we can. Your feedback helps us to improve, and we are committed to treating every concern with respect and compassion.

Ombudsman. If you are unhappy with the final outcome of your complaint you can contact the Ombudsman for an independent review of your complaint and our response. The contact details for the Ombudsman and our Health and Social Care regulators can be found on the back of this leaflet.

Cygnets' complaints process for our English & Welsh Services:

Stage 1 process



Stage 2 process



* While we aim to resolve concerns quickly, some matters may take longer. Early Resolution may take up to 10 working days and Investigation may take up to 60 working days if the issue is complex. If more time is needed, we'll keep you informed and let you know when to expect a response.