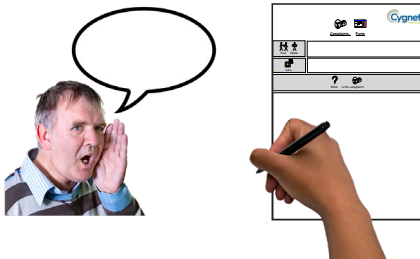




Let's think about  
**making a  
complaint**



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.

## Stages of the Complaint

### Stage 1: Early Resolution

Most complaints will be resolved at this stage.

### Stage 2: Investigation

If the complaint is serious there may be an investigation.

# Stage 1: Early Resolution



A staff member or service manager will talk to you about your complaint.



Your complaint will be listened to and written down. You will receive a response to your complaint within 5 working days.

We will let you know if we need longer.



If you are satisfied we will close the complaint.

## Stage 2: Investigation



**3  
days**



If you are not satisfied, or Cygnet feels that there should be an investigation. The complaint will become a Stage 2 complaint.

You will be notified about this within 3 days of the complaint.



An investigator will be chosen.

The investigator will contact you or your advocate to talk about your complaint.

**20  
days**



You will receive a letter with the outcome of your complaint. This may take up to 20 working days.

**60  
days**

Some complaints are more difficult to solve than others, if we need more time to investigate it may be we take up to 60 days to get back to you.



# Ombudsman



If you are not happy about the outcome of your complaint you can ask the Ombudsman to look into it further.



Talk to your advocate or representative to start the process.



The details to contact the Ombudsman are provided on page 12.

# 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.

## 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	 <b>Care Quality Commission (CQC)</b>  Tel: 03000 616 161  <a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
Wales – Health Care	 <b>Healthcare Inspectorate Wales (HIW)</b>  Tel: 0300 062 8163  <a href="http://www.hiw.org.uk">www.hiw.org.uk</a>
Wales – Social Care	 <b>Care Inspectorate Wales (CIW)</b>  Tel: 0300 7900 126  <a href="https://www.careinspectorate.wales">https://www.careinspectorate.wales</a>
Scotland	 <b>Care Inspectorate</b>  Tel: 0345 600 9527  <a href="http://www.careinspectorate.com">www.careinspectorate.com</a>  <b>Healthcare Improvements Scotland</b>  Tel: 0131 623 4342,  <a href="http://www.healthcareimprovementscotland.org">www.healthcareimprovementscotland.org</a>

# Ombudsman

## Ombudsman for England, and Wales

<b>England</b> (NHS funded services)	 <b>The Parliamentary and Health Service Ombudsman (PHSO)</b>  Citygate Mosley Street Manchester M2 3HQ.   Tel: 0345 015 4033  <a href="http://www.ombudsman.org.uk">www.ombudsman.org.uk</a>
<b>England</b> (Local Government social care funded services)	 <b>Local Government &amp; Social Care 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>
<b>Scotland</b>	 <b>Scottish Public Services Ombudsman (SPSO)</b>  Freepost SPSO SPSO Bridgeside House, 99 McDonald Road Edinburgh EH7 4NS  Tel: 0800 377 7330  <a href="http://www.spsso.org.uk">www.spsso.org.uk</a>



## Your notes

Address

Cygnat

4 Millbank, 3rd Floor,

Westminster,

London,

SW1P 3JA

Telephone

0207 123 5706

Website

[www.cygnetgroup.com](http://www.cygnetgroup.com)

CYG\_ER\_018 | Date of Preparation: 02/08/23

| Date of Update: 28/08/25



Thank you to photosymbols for  
helping us make this easy read.



**Accessible  
Information  
Standard**