

Your Voice Matters

If something doesn't feel right, we're here to listen

Helping you to feel safe,
heard and supported



We are here to listen

Your experience matters. We want you to feel safe, respected and heard while receiving care with us.

Raising a concern will never affect the care you receive

Often, we can resolve things quickly



Speak to any member of staff



Ask to talk to the Service Manager



Tell us what happened and what would help

We will do our best to resolve your concern promptly and fairly.

*Talk to us
We listen
We investigate
We respond*



Making a formal complaint

If your concern cannot be resolved informally, or you would prefer to, you can make a formal complaint at any time.



Step 1
Acknowledgement
We will acknowledge your complaint within 3 working days

Step 2
Investigation
We will investigate your concerns thoroughly

Step 3
Outcome
You will receive a full written response within 20 working days (or up to 60 days if more complex)

If you are still unhappy

You can request a final review by an Operations Director who is not involved in the day-to-day running of the service.

Your feedback helps us improve

We also welcome compliments and positive feedback — it helps us recognise good practice and support our teams.

