



## **Who Can Make a Complaint**

Anyone can raise a complaint about the care or service provided.

If the person affected is unable to make the complaint themselves, we will accept complaints from someone acting on their behalf, provided they are suitable to do so and acting in the individual's best interests.

Where the individual is able to manage their own affairs, we will ensure that the complaint is made with their full knowledge and consent.

## **Timescales for Making a Complaint**

Where possible, complaints should be made within 12 months of the issue occurring, or within 12 months of the complainant becoming aware that there is cause for concern.

We may exercise discretion to extend this time limit where:

- It was not possible to raise the complaint earlier, and
- It is still feasible to investigate the circumstances of the case.

## **How to Contact Us**

You can raise a complaint by contacting us using one of the methods below:

- Email us at: [complaints@innovatecare.co.uk](mailto:complaints@innovatecare.co.uk)
- Phone us on: 0203 879 1520

## **How We Handle Complaints**

When a complaint is received:

- The complaint will be acknowledged in writing within 3 working days
- Assigned to a manager for investigation
- Assess any safeguarding or safety concerns
- Ensure appropriate safeguarding procedures are followed
- Notify relevant regulatory bodies where required
- Conduct a thorough investigation



We aim to provide a full written response within 28 days.

If additional time is needed, we will inform you in writing and provide a revised response date. The outcome of the investigation will be clearly communicated to you.

### **If You Are Not Satisfied**

If your complaint cannot be resolved internally, or you are not satisfied with our response, you may contact external organisations:

#### **Care Quality Commission (CQC)**

- Telephone: 03000 616161
- Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)
- Website: <https://www.cqc.org.uk/give-feedback-on-care>

#### **Local Government and Social Care Ombudsman**

- Telephone: 0300 061 0614
- Website: <https://www.lgo.org.uk>

The Ombudsman is an independent body that reviews complaints and promotes improvements in care services.