

If you have a complaint or a concern about our service, or if you would like to make a suggestion, or you're particularly happy with what we're doing, please read the following to see what to do next:

Dependability provides a wide range of services to disabled people. We deal with very sensitive and difficult matters and, very occasionally, things can go wrong.

Our aim is to offer the best possible service. To do this our policy is always to *listen*.

Dependability's Complaints Policy

- The Local Authority is informed of all complaints so all complaints receive both internal and external monitoring.
- All complaints are investigated fully, handled quickly and sympathetically.
- All complaints are dealt with in the strictest confidence.
- Complaints and suggestions may be raised by customers, carers, friends or advocates.
- No person who is the subject of a complaint will participate in any way in Dependability's investigation and handling of the complaint.
- No person will suffer any form of harassment or reprisal as a consequence of raising the complaint.

Dependability's Complaints Procedure

If you have a complaint, or a suggestion about our service, follow the steps below:

1. All customers are provided with information on raising complaints in our letter confirming our first visit, or a booking letter, or the 'letter of placement'.
2. You may make your complaint or suggestion either in writing or by phone.
3. Dependability records all complaints in a 'Complaints Log'.
4. Written complaints are acknowledged in writing within two days. Telephone complaints only receive written acknowledgement where appropriate and necessary.
5. Telephone complaints are usually resolved by the agreement of immediate actions.
6. All complaints are forwarded to the relevant Local Authority.
7. All complaints are forwarded to Dependability Director Shirley Rawling who will investigate.
8. The Director or other Dependability senior managers will meet with the customer if necessary (particularly where the complaint concerns carer services or recommendations for adaptations.)
9. The Dependability Director will seek to resolve the complaint and will liaise with the customer and inform the customer of her decision. This will normally be within 10 working days of receiving the complaint.

10. Should attempts to resolve the complaint remain unsuccessful the Director will inform the relevant Local Authority.
11. If the Local Authority agrees the complaint should be escalated, they will assume management of the complaint and inform Dependability of their decision.

The vast majority of cases are resolved without the need for a protracted complaints procedure, however, if after the Dependability Complaints Procedure has been exhausted you're still unhappy, there are ways you can take your complaint further, for example:

- The Care Quality Commission
- Relevant NHS organisations.