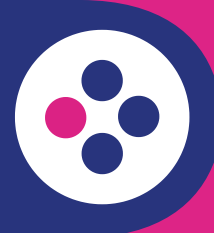


Complaints



This factsheet tells you what we do about complaints in accordance with Care Inspectorate Wales (CIW).

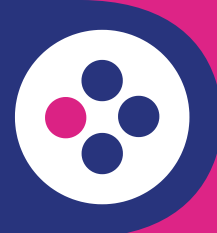




Need to make a complaint?

Simply scan this QR code to fill out our complaints form. A member of the team will then be in touch to discuss your complaint with you.

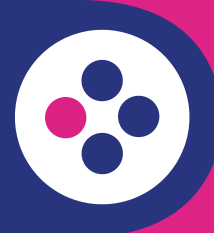




Angen gwneud cwyn?

Yn syml, sganiwch y cod QR hwn i gwblhau ein ffurflen gwyno. Bydd aelod o'r tîm wedyn yn cysylltu â chi i drafod eich cwyn gyda chi.





What is a complaint?



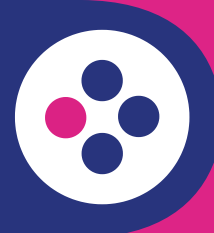
Making a complaint means speaking up about something you do not like or something you are not happy with.



We want to make it easy for you to tell us when you are not happy about something.



We have made all the information you need to make a complaint easy to understand.



Thinking about a complaint



We want you to be happy.



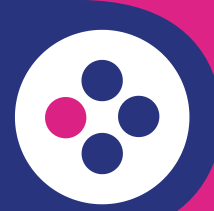
It is ok to complain.



You can complain if you think one of our staff has broken the rules.



You can complain about any of our services.



Making a complaint



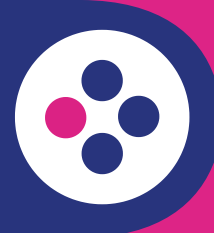
You can tell your care worker or another member of staff if you want to complain.



You can tell the manager or their boss.



You can ask a friend, someone from your family, an advocate or social worker to contact us.



How you can complain



You can complain by sending an email.



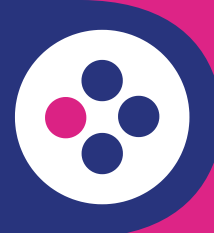
You can complain by writing to us.



You can complain by calling us on the phone.



Our address, phone number and email address is on the back page of this booklet.



What will happen when you complain?



We will send you a letter within 3 working days to tell you we have got your complaint.



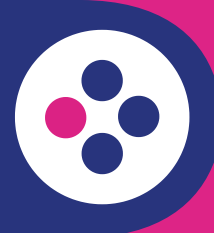
One of our staff will talk to you to make things better. We want to fix your complaint as soon as possible.



We may have to find out more information from our staff. This is called an investigation.



We will try to fix your complaint within 28 days. If we need more time, we will tell you.



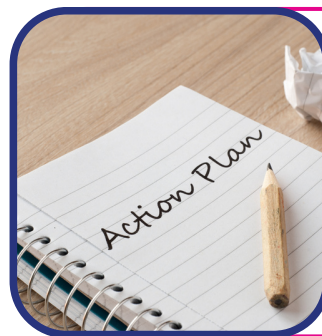
How will we make things right?



We will tell you what we have found out about your complaint.



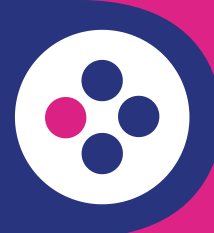
We will tell you what we are doing to make things better.



We will tell you how we will stop things going wrong again.



We will check that you are happy with how we have listened to you.



Support Freedom to Speak Up guardians

The guardian role is a wide-ranging and complex one. Not only does it involve responding to workers who speak up and supporting them – it also involves:

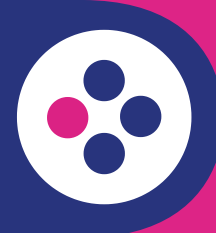


- gaining a deep understanding of the organisation's speaking-up culture
- working extensively across the organisation to enable all speaking-up process to work well
- working in partnership and challenging senior leadership
- acting as a point of triangulation where quality of services and worker experience meet.



For further reading about Support Freedom to Speak Up guardians you can follow these links:

- [Exploring Freedom to Speak Up.](#)
- [National Guardian's Office Guidance](#)
- [Guardian Training](#)



Who to contact



If you are still unhappy, then you can speak to someone else. There are different people to speak to for different kinds of problems. The people you can speak to are on the next pages.



First complain to your manager, your social worker or the people who pay for your support at Social Services. Their address and phone number is available to you at the service/home – all you have to do is ask for it.

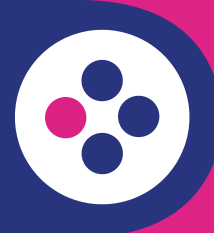
You can also complain to the Care Inspectorate Wales



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

These are the people who come and check that we are doing a good job.

They cannot look into your complaint but it is helpful for them to know that your service is doing things properly and is safe. If they are not, they can make things better.



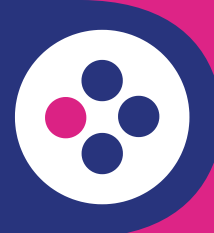
Who to contact

If you are still not happy you can also complain to the Local Government and Social Care Ombudsman.

Local Government &
Social Care
OMBUDSMAN

The Local Government and Social Care Ombudsman looks at complaints about councils and some other organisations. Their job is to find out about complaints in a fair way. Here is the link you need:

<https://www.lgo.org.uk/make-a-complaint>



Get in touch

You can speak to:

Quality & Compliance Team

You can call us on:

01244 445 072

**(ask for the quality and compliance
team in Complex Care)**

You can email us on:

complaints@

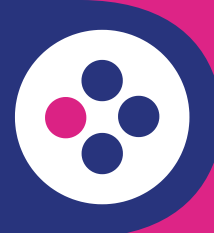
bluestonesmedicalcomplexcare.co.uk



Write to us:



**Bluestones Medical Complex Care
Holden House
Chester Business Park
Chester
CH4 9QU**



Get in touch

Care Inspectorate Wales (CIW)



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Welsh Government Office
Sarn Mynach
Llandudno Junction
LL31 9RZ

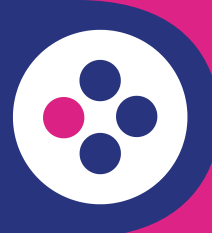
Tel: 0300 7900 126

The Local Government and Social Care Ombudsman

Local Government &
Social Care
OMBUDSMAN

PO Box 4771
Coventry CV4 0EH

Tel: 0300 061 0614



**bluestones medical
complex care**

01244 445 072 | complexcare@bluestonesmedicalcomplexcare.co.uk