

**Crossroads Care wants every carer to be recognised, supported and offered services to help them maintain their own health and well-being**

**Crossroads Care :**

- provides services that respond to the needs of carers and the people they support, offering them peace of mind and understanding
- works with them and other stakeholders to influence service innovation and growth

**What if I am still not satisfied?**

You can ask the Chief Executive for your complaint to be considered again by a small review panel, involving three trustees. This panel will normally meet within 20 working days of your request.

You will be notified in writing about the time and place of the meeting at least 10 days beforehand, so that you may attend, accompanied by a friend or relative, if you wish. Alternatively, you may wish your friend or relative to attend and speak for you if you feel unable to do so.

The review panel will let you know its decision within seven days and the reasons for it.

This will be the final stage in the compliments and complaints procedure, but this does not affect your right to contact your local MP, the local Ombudsman / Commissioner for Complaints, the authorities who fund the scheme or the Care Quality Commission .

We hope that you will always be satisfied with our service and look forward to receiving your comments. If we get it right or wrong we'd like to know.



**About Us**

For the past 30 years we have delivered care to residents in Castle Point District. We are now delivering this quality service in Castle Point, Rochford, Maldon and Southend providing care and support to carers.

We are an independent charity that relies upon some public funding and the generosity of individuals or trusts giving charitable donations.

If you are able to help support us please contact our office to discuss volunteering, running a charitable event or giving a donation.

**We are based at:**

**9/11 Charfleets Farm Way**

**Canvey Island**

**Essex SS8 0PG**

**Telephone: 01268 660860**

**Email: [care@crossroadsessex.org.uk](mailto:care@crossroadsessex.org.uk)**

**[www.crossroadsessex.org.uk](http://www.crossroadsessex.org.uk)**

**Charity registration number 1093483**



**Essex**

**Compliments and Complaints Procedure**

**Our Service is only as good as you allow it to be. If we get it right or wrong, we'd like to know.**



## Crossroads Care Essex

### How we can help you

You will have discussed your needs with the *Care Manager*, who will have described the type of help a carer support worker may perform and whether Crossroads Care's help is appropriate for you. If Crossroads Care Essex is able to help you, *the Care Manager* will have agreed with you the time when help will be provided and how often this will be.

The *Care Manager* will normally introduce your carer support worker to you and you will have ample opportunity to explain your usual routine to her or him. When a carer support worker is absent through illness or holiday, we always try our best to provide a replacement, although this cannot always be guaranteed.



If you feel that your needs have changed for some reason or you would like to alter your arrangements please feel free to contact *the Care Manager* or send a message through your carer support worker.

Remember - we try as far as possible to remain a user-led service and to fit our service around your needs.

### Why do we need a compliments and complaints procedure?

Crossroads Care Essex aims to provide a high-quality, responsive, user-led service. In order to ensure we do so we need to take account of the views and wishes of those we are here to help. We welcome every opportunity to monitor and improve our service and having a "compliments and complaints" policy and a clear procedure for resolving complaints is one way of doing this.

If you wish to comment about our service, whether positively or negatively, we will be pleased to hear from you

Please don't be afraid that you may lose the service or that you will be thought of as a nuisance by complaining. Our service is only as good as you allow it to be!

### Who can compliment OR complain?

This procedure is for anyone who comes into contact with trustees, staff or volunteers from Crossroads Care Essex. By anyone, we mean service users – carers and people with care needs – the families and friends of carers, other voluntary groups, statutory agencies and any other member of the public

### What you can do

You can make a comment or complaint either in person, by telephone, or in writing. If you wish you may use the assistance of a friend or relative in doing this, or you may prefer a member of staff to write it down for you in a way that is acceptable to you.

We hope that the majority of queries, concerns or complaints can be sorted out straight away with your carer support worker or the *Care Manager*, who will listen carefully to what you have to say. *The Care Manager* may then either change the service or explain to you why this cannot be done. If your query is regarding another person connected to the scheme then the *Care Manager* will advise you who you can write to.



Your query will normally be acknowledged within two working days and will then be responded to within 20 working days. All queries will be recorded, sensitively, so that the scheme can monitor the quality and effectiveness of its service and its response to any problems that might occur.

### What happens next?

If you feel the matter has not been satisfactorily resolved by the *Care Manager* or if your complaint involves the *Care Manager* and you feel unable to discuss it with him / her, you may write to the Scheme Manager at the scheme's address.

The letter and the envelope should be marked 'private and confidential' and will be acknowledged within 2 working days with a response within 20 working days. (In the event of the Scheme Manager being absent through holiday or illness, the correspondence will be given to the Chief Executive).

Your complaint will be dealt with in strictest confidence. However, if your complaint concerns a member of staff, the person concerned will normally be informed unless you specifically request otherwise, although this may limit the extent of further investigation.

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