

## Care Quality Commission (CQC)

You have a right to alert the CQC of any concerns or complaints you have. They are happy to receive information about our services at any time but cannot get involved in or investigate individual complaints.

**Address:** Care Quality Commission,  
Citygate,  
Gallowgate,  
Newcastle upon Tyne

**Postcode:** NE14PA

**Telephone:** 0300 061 6161

**Website:** [www.cqc.org.uk/contactus.cfm](http://www.cqc.org.uk/contactus.cfm)

## Local Authority

### Staffordshire County Council

**Address:** Customer Feedback and Complaints Team, Staffordshire County Council, Staffordshire Place 2, Tipping Street, Stafford, ST16 2DH

**Email:** [complaints&customerfeedback@staffordshire.gov.uk](mailto:complaints&customerfeedback@staffordshire.gov.uk)

**Telephone:** 0300 111 8000

For mini-com users please contact 01785 276207

### Stoke-on-Trent City Council

**Address:** Customer feedback team, Floor two, Civic Centre, Glebe Street, Stoke-on-Trent, ST4 1HH

**Email:** [customer.feedback@stoke.gov.uk](mailto:customer.feedback@stoke.gov.uk)

**Telephone:** 01782 234324




Crossroads Care Staffordshire is your local leading **charity for respite care and support within the home and community**, offering a full range of service for **adults and children** and their parents/carers.


Crossroads Care are the people Carers turn to


**CROSS  
ROADS  
CARE**  
Staffordshire


### Crossroads Care Staffordshire

Crossroads Care Staffordshire,  
Environment House, Werrington Road,  
Stoke On Trent, Staffordshire, ST2 9AF

 01782 268391

 [enquiries@crossroadsstaffordshire.org.uk](mailto:enquiries@crossroadsstaffordshire.org.uk)

 [www.crossroadsstaffordshire.org.uk](http://www.crossroadsstaffordshire.org.uk)

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**CROSS  
ROADS  
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Staffordshire

## Compliments & Complaints

Our compliments and complaints procedure explained - Crossroads Care Staffordshire



### Crossroads Care Staffordshire

Crossroads Care Staffordshire,  
Environment House, Werrington Road,  
Stoke On Trent, Staffordshire, ST2 9AF

Charity registration number: 1040583. Crossroads Care Staffordshire is a company limited by guarantee registered in England number 2944546.

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

We want the service we provide to be high-quality, responsive and user-led. In order to achieve this, we need to take account of the views and wishes of the people who use it and having a “compliments and complaints” procedure is one way of doing so.

If you want to make a comment about our service (whether good or bad), we will be pleased to hear from you. Don't think this will affect the service you receive or that you will be thought of as a nuisance by complaining.

## Who can compliment or complain?

Anyone who comes into contact with trustees, staff or volunteers from Crossroads Care Staffordshire can give a compliment or make a complaint, including service users (both carers and those with care and support needs), their families and friends, other voluntary groups, statutory agencies and members of the public in general.

**Please note:** We can only accept complaints from a representative on your behalf under certain conditions. You need to have given them your consent either verbally or in writing or we will need to establish that they are acting in your best interests before we can deal with the complaint.

## What you can do

We hope that the majority of concerns and complaints can be dealt with informally. Speak to your care worker, care manager or a staff member you know. They will listen carefully to what you have to say and do their best to sort the matter out.

If you would prefer not to handle your complaint that way, we have a Complaints Manager who can meet up with you in person, or you can contact them by telephone, email or in writing. You can ask a friend, relative or staff member to help you to do this if you wish.

Our Complaints Manager will advise you what further action you need to take and give you information about local advocacy services available to help you.

Contact details for the **Complaints Manager** are as follows:

**Name:** Rebecca Bestwick  
**Address:** Crossroads Care Staffordshire, Environment House, Werrington Road, Stoke On Trent, Staffordshire  
**Postcode:** ST2 9AF  
**Telephone:** 01782 268391  
**Email:** [r.bestwick@crossroadsstaffordshire.org.uk](mailto:r.bestwick@crossroadsstaffordshire.org.uk)

If you make a complaint in person or on the telephone, the Complaints Manager will:

- make a written record of your complaint
- provide you with a copy of the written record within three working days.

You will be asked to approve the contents of this report and to sign to indicate that you agree with what it says.

Your complaint will normally be:

- acknowledged in writing within three working days
- responded to within 20 working days.

Complaints will be investigated by a person who has the right level of knowledge and skill and sufficient seniority to address the issue.

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

You will be kept informed about the progress of our investigation or you can contact the Complaints Manager at any time for an update.

You can also complain to your Local Authority or to the Local Government and Social Care Ombudsman at any time during the complaint process.

## What if I am not satisfied?

Following the investigation, if you are not happy with our response, you are entitled to have your complaint reconsidered by a review panel consisting of at least two members not previously involved. If you decide to do this, contact the Complaints Manager within 20 working days of receiving our investigation response and ask for a review of the decision taken.

You will then be notified in writing with details of the time and place of the review meeting at least 10 working days beforehand, and may attend if you wish. You can bring a friend or relative along with you, or alternatively you may want your friend or relative to attend and speak on your behalf.

We will:

- acknowledge your request for a review within three working days.
- carry out the review within 20 working days of receiving your request.

The review panel will let you know in writing of its decision and the reasons for it within 10 working days of carrying out the review. This is the final stage of our complaints procedure.

## The Local Government and Social Care Ombudsman (LGSCO)

If you are still not satisfied with the outcome of our investigation, you can complain to the LGSCO who provides a free, independent service. You can contact the LGSCO Advice Team for information or advice, or to register your complaint.

**Telephone:** 0300 061 0614

**Email:** [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

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

