

Other organisations' contact details:

Local Government Ombudsman (LGO)

- 🏠 PO Box 4771
Coventry, CV4 0EH
- ☎️ 0300 061 0614
- 🌐 www.lgo.org.uk

Care Quality Commission (CQC)

- 🏠 CQC National Customer Service Centre
Citygate, Gallowgate
Newcastle Upon Tyne, NE1 4PA
- ☎️ 0300 061 6161
- ✉️ enquiries@cqc.org.uk
- 🌐 www.cqc.org.uk/complaints

Bournemouth, Christchurch and Poole Council

- 🏠 BCP Council Civic Centre
Bourne Avenue, Bournemouth, BH2 6DY
- ☎️ 01202 123970
- ✉️ comments.adultsocialcare@bcpcouncil.gov.uk

Tricuro Care and Support

Beech House

28 - 30 Wimborne Road

Dorset

BH15 2BU

- ☎️ 01202 797888
- ✉️ enquiries@tricuro.co.uk
- 🌐 www.tricuro.co.uk
- 📘 Tricuro Care and Support



Comments, Compliments and Complaints

We value all feedback from our clients, their families and carers, as this helps us to understand if we are meeting their needs.

We welcome comments, compliments and complaints as they help us to learn and improve.



what matters to you
matters to us

improving lives, building independence

Comments

If you have a suggestion on how we can improve our services, have a concern about a service, or simply want to comment on what we do, we'd like to hear from you. You can tell a manager at your local service or at our head office. If you would like us to respond to your comment, please let us know. We will then tell you who is dealing with it and aim to provide a full response to you within 10 working days.

Compliments

We are always delighted to receive compliments as it's important to us to know that our staff are doing a great job and that we are providing a good service. We make sure staff know when we receive a compliment about them as it makes them feel motivated that their work has been recognised. Everyone likes to know they are 'doing a good job'.

Complaints

If you are unhappy with the quality of a service or the way it was provided, please tell us about it. We want to address your concerns and put matters right quickly.

If you are not able to make the complaint yourself and you do not have someone who can make it on your behalf, we will give you details of organisations or representatives who can act as an advocate for you, and will contact them on your behalf if you wish.

The following pages explain about our complaints process.

How to make a complaint

There are four stages in our complaints process, which are summarised below. Further details can be found in our Complaints Policy, which is available on request.

Stage 1

We aim to resolve complaints locally and informally at this stage, where possible. If you have a complaint you should contact a staff member or manager at the service where the matter occurred and tell them the details. We will try to resolve your complaint with you within 3 working days. Most complaints are resolved at this stage.

Stage 2

If you are not satisfied with the response, you should contact your local service and tell them. You can do this by talking to them face to face or by telephone or you can write to them by letter or email. We will acknowledge your complaint and try to resolve it within 10 working days. We will tell you the name of the nominated manager dealing with your complaint.

Stage 3

If you are still dissatisfied with our response, you should ask for your complaint to be referred to a senior manager at our head office. The nominated manager can do this on your behalf if you wish.

We will acknowledge your complaint and you will be kept informed of the investigation. The findings and outcome will be confirmed in writing to you within 20 days: if it is likely to take longer we will inform you.

Stage 4

If the complaint is not resolved to your satisfaction at stage 3, you may refer it to the Local Government Ombudsman (LGO), who is independent from Tricuro.

If your service is funded wholly or in part by the local council, you can tell them about your complaint at any time without going through our complaints process.

If your complaint is about one of our registered services (care and nursing homes, reablement or care at home), you may inform the regulator, the Care Quality Commission (CQC). They will record the information, although they will not be able to take the complaint up on your behalf.

All contact details are confirmed at the back of this leaflet.

During the complaints process we will:

- ♥ Be open and honest
- ♥ Respect the confidentiality of information you give us
- ♥ Treat you with dignity and respect
- ♥ Offer a face to face meeting to make sure we really understand the issues and the outcome you are seeking
- ♥ Keep you informed of how your complaint is progressing
- ♥ Act quickly, whenever possible