



Complaints Policy Summary

- Aspens is committed to providing high-quality services and to constantly seeking ways to improve that quality.
- Your comments, compliments, suggestions or complaints are always welcome and we take pride in responding to them quickly, effectively and honestly.
- All comments, compliments, suggestions or complaints should be made to the Manager.
- Complaints will be treated seriously and dealt with as soon as possible.
- Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.
- Written complaints will be responded to by an acknowledgement letter within two days. The service will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days, the complainant will be informed.

Escalation Procedure

- If the complaint cannot satisfactorily be resolved by the Manager, the person making complaint can seek to refer the matter to Aspens CEO. Contact details are:

CEO
Aspens Charities
Cornford Lane
Pembury
Kent TN2 4QU

- The Aspens CEO will follow the same timeline as above
- If the complaint cannot satisfactory be resolved within the care service, the person making the complaint may seek to refer the matter to the local authority adult social care complaints service, if the care is local authority-funded, or directly to the Local Government Ombudsman if privately funded. People who take their complaint to the local authority but still do not get a satisfactory result might wish to go to the Local Government Ombudsman.

Contact details are as follows.

Local Government Ombudsman, 10th floor, Millbank Tower, Millbank,

London SW1P4QP Tel: 020 72174620 Fax: 020 72174621

Aspens Charities

A Company limited by guarantee, ref no. 10342980, England. A registered charity no. 1171446

- Service users might also wish to communicate any concerns to the Care Quality Commission, though it will not investigate a complaint directly. Its contact details are as follows.

Note:

Care Quality Commission

Citygate

Gallowgate

Newcastle upon Tyne NE1 4PA

Email: enquiries@cqc.org.uk

Tel: 03000 616 161

- We view complaints as an opportunity to identify anything that is going wrong in our organisation and to make it right. You can help us by keeping a look-out for any problems and letting us know about them as soon as possible. Your comments and suggestions for improvements are always welcome.