

Making a complaint

What is a complaint?

A complaint is when you tell us that you are unhappy or dissatisfied with:

- A service we have provided
- Something we have done
- Something we have not done

How can I make a complaint?

You can contact us in the way that works best for you.

- Complete a 'Tell Us Your Concern' form available at your location
- Speak to a member of staff at your location
- Call us on 02476 606011 (choose the Complaints option)
- Email us at complaints@extracare.org.uk
- Write to us at Compliance & Quality Officer, The ExtraCare Charitable Trust, 7 Harry Weston Road, Binley Business Park, Coventry, CV3 2SN
- Visit our website www.extracare.org.uk

You can ask someone to complain on your behalf (for example, a family member or advocate). In these cases, we will ask for your consent before we continue with the complaint.

What do ExtraCare need from me?

Please tell us:

- Your name and address
- What your complaint is about
- What you would like us to do

We may contact you if we need to gather more information.

What can I expect from ExtraCare?

- We will take your complaint seriously
- You will be treated fairly and with respect
- You will not be treated differently for making a complaint
- Your care or support will not be affected
- We will try to put things right at the earliest opportunity

What happens next?

For Stage 1 complaints we will:

- Acknowledge your complaint within 5 working days
- Investigate your concerns
- Respond in writing within 10 working days of acknowledgement.

If you are not satisfied with our Stage 1 response, you can ask us to review your complaint at Stage 2.

For Stage 2 complaints we will:

- Acknowledge within 5 working days
- Respond in writing within 20 working days of acknowledgement.

This is our final response and will conclude our complaints procedure.

If we need more time to investigate your concerns at either stage, we will agree this with you (up to extra 10 working days).

What if I am still not satisfied?

You can contact the relevant independent Ombudsman. We will provide contact details on our response letter and details are available on our Complaints Policy.

Making a *Service Request*

What is a Service Request?

A Service Request is when you ask us to put something right. It is usually raised by you for the first time or when we have not previously been made aware of the issue. Examples include:

- Repair requests – a leak, heating or hot water not working
- A contractor failing to turn up as arranged
- A request for information

Service Requests are not complaints. But if you are still unhappy, we can treat it as one.

How can I raise a service request?

You can contact us in the way that works best for you.

- Complete a 'Tell Us Your Concern' form available at your location
- Speak to a member of staff at your location
- Call us on 02476 606011 (choose the Complaints option)
- Email us at complaints@extracare.org.uk
- Write to us at Compliance & Quality Officer, The ExtraCare Charitable Trust, 7 Harry Weston Road, Binley Business Park, Coventry, CV3 2SN
- Visit our website www.extracare.org.uk

You can ask a member of staff at your location for assistance making a Service Request.

What do ExtraCare need from me?

Please tell us:

- Your name and address
- What your request is about
- What you would like us to do

We may contact you to:

- Gather more information
- Arrange a visit to look into the problem
- Book contractor visits

What can I expect from ExtraCare?

- We will take your request seriously
- You will be treated fairly and with respect
- You will not be treated differently for making a request
- Your care or support will not be affected
- We will try to put things right at the earliest opportunity

What happens next?

- We will acknowledge your request within **1 working day**
- We will aim to resolve the request within **7 working days**
- Service Requests are managed by the team at your location
- You will receive updates from location staff if a resolution plan is agreed

A written response will only be provided if you request one.

What if I am still not satisfied?

You can raise a complaint while we work to resolve the issues raised in your Service Request.