

Complaints and Compliments:

To meet this requirement Flamingo Healthcare Services has an effective and accessible policy and procedures for identifying, receiving, handling, and responding to complaints from people using the service, those acting on behalf and its staff are aware of the policy and its procedures.

We take all feedback seriously, good and bad. If you do have a complaint, our guide helps you through our complains procedure. We actively encourage feedback from our customers both good and bad so that we can continuously improve and ensure that we are consistently providing high-quality care.

When we get it right...

We welcome feedback of how we perform from our clients and those close to them for the improvement of the quality of our services. Not only is it great to celebrate the difference our carers make for our customers, but all feedback we receive helps us to shape our service, ensuring we give customers more of what they want and need. We are delighted when we receive compliments and are able to share these across the organisation. It allows our employees to be recognised for their commitment and hard work. If you would like to make a compliment or nominate an individual or team for recognition, you can do so directly with your manager or office contact.

When things don't go as expected...

We are determined to provide excellent customer service, but if you feel your expectations have not been met, please let us know. Our Complaints Policy provides a framework which is simple to use and easily accessible to all. We aim to give our customers the confidence that their comments are being listened to, and that their concerns are dealt with quickly, effectively, discreetly and in a fair and honest way. We seek to learn from any given feedback and will use this to improve our services.

We hope that most issues can be resolved quickly and effectively, but in the event that a solution cannot be found straight away, we have a formal procedure to follow. In the first instance, please contact us to discuss any concerns you may have. You'll find our contact details in your Support Plan or on our website: [Here](#)

Still unhappy?

We encourage customers to raise their concerns as soon as they can after the event occurred or the concern came to their attention, as delays in reporting these issues can cause challenges when conducting a thorough and fair investigation. To ensure concerns are dealt with appropriately, we have a three-stage escalation process, where all customer concerns will be acknowledged within 3 working days of receipt. A letter of acknowledgement will be sent out to the complainant and a response will be provided within 20 working days.

Complaint - Stage One

Our intention is that matters are resolved by the person managing your relationship with us - you will find their contact details in your Support Plan. If the concern is about this person, then please email: complaints@flamingohealthcareservices.co.uk and an independent manager will be allocated to investigate your concerns.

Complaint - Stage Two

If a concern cannot be resolved in Stage One, an independent senior manager will review the findings and outcomes from the previous investigation, aiming to resolve the concern to your satisfaction.

Complaint - Stage Three

In the instance that a concern cannot be resolved in Stage Two, an independent and impartial review of the concern and all investigations will be completed by someone at director level, who will make an informed decision on any further action required.

A record would be kept of all the action taken during the investigation and all logged in the log form. All records are kept in the file of the client and are open for inspection should client request for them. Clients are assured that they would not be victimised for making a complaint. We reassure our clients that every reported case will be taken seriously and investigated as a matter of urgency to determine an appropriate course of action to take.

Clients, their relatives and representatives have a right and are encouraged to contact the Care Quality Commission on the address below, through their website or phone line at any time even without contacting Flamingo Healthcare Services first if they feel their complaint has not been dealt with appropriately, as this is in line with our whistle blowing procedure. We provide information about concerns, complaints and whistle blowing to CQC when CQC request for this information.

CQC National Customer Services Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000616161, Fax 03000616171

Our organisation will review any complaints that are received and make sure that they are appropriately dealt with. We also share any lessons learnt with staff as a curve for improvement.