

How to Make a Complaint about Hesley Group

Contacting Us

If you are unhappy about a Hesley Group service, you may wish to complain about it. We have procedures that help you to report a concern and we hope that most concerns will be put right or resolved very quickly.

Sometimes the matter may not be readily resolved or you may feel it important to formally complain about something.

You may make a complaint by telephone, in person, in writing or by email (if possible). There is also a Contact Form available on the Hesley Group website: www.hesleygroup.co.uk.

When you make a complaint in person or on the telephone you will be advised that the person taking your complaint will:

- Make a written record of the complaint.
- Provide a copy of the written record within three working days.
- Tell you that your complaint will be acknowledged within three working days and the letter of acknowledgement will give the name of the person who will investigate.

If your complaint concerns something that is an immediate risk to a person(s) we support, we will act as a matter of urgency. We may need to use our organisation's safeguarding procedures to deal with it.

Who Can Complain?

Hesley Group will only accept complaints from the person using the service and not a representative unless:

- Where we know that the person we support has consented, either verbally or in writing,
- or
- Where the person cannot complain unaided and cannot give consent because they lack capacity to do this within the meaning of the Mental Capacity Act (2005),
- and
- The representative is seen to be acting in the interests of the person supported – for example, where the matter complained about, if true, would be detrimental to the individual concerned.

Time Limit for Complaints

Hesley Group operates a 12-month time limit for complaints to be accepted and investigated.

A complaint must be made no later than 12 months after the event occurred, or, if later, the date on which the event came to your notice.

The time limit will not apply if Hesley Group is satisfied that you had a good reason for not complaining within the 12-month time limit and despite the delay Hesley Group are still able to undertake an effective investigation.

Anonymous Complaints

Wherever possible it is important for people who make a complaint to provide us with their details. We will make sure that we do everything we can to investigate an anonymous complaint. We will not be able to provide an outcome to the person who complained.



If you ask us to keep your name and details confidential, we will do everything we can to support your wish. However, if your complaint is about something that adversely affects people's safety and wellbeing, for example, there is suspicion of abuse, we may not always be able to do this. We may need to share with others in authority such as the Local Authority Safeguarding Teams, the Social Care Regulators and the Police. If a crime has been committed and you are a witness to this, we would need to share your information.

Who will Investigate?

All complaints will be investigated by a person with sufficient seniority to resolve the issues.

You will receive:

- Assistance to enable you to understand the complaints procedure, *and*
- Advice on where you may obtain further assistance.

How long will it take to Investigate?

We will keep in touch periodically to keep you informed about the progress of the investigation.

We aim to complete complaint investigations where possible within 28 days.

Sometimes it may take much longer if the complaint is particularly complex. We aim to have all complaint investigations concluded within six months unless a different deadline is agreed and there is a good reason for this.

What if I am not satisfied with the Outcome?

Adult Social Care Services

You have a right to refer your complaint to the Local Government Ombudsman if you are unhappy with the outcome of your investigation

Once your complaint has been fully dealt with by Hesley Group, if you are not satisfied with the outcome you can complain to the Local Government and Social Care Ombudsman (LGSCO). The LGSCO provides a free, independent service. You can contact the LGSCO Intake Team for information and advice, or to register your complaint.

T: 0300 061 0614

W: www.lgo.org.uk/adult-social-care

There are links to an Enquiry Form and a Complaint Form.

Or write to:

The Local Government and Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH

Please note that the LGSCO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our Adult Services are registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:



Care Quality Commission

Citygate
Gallowgate
Newcastle upon
TyneNE1 4PA

T: 0300 061 6161

W: www.cqc.org.uk/contactus.cfm

Who to Contact	
Meadow View - Lisa Mason	Lisa.Mason@hesleygroup.co.uk 01302 866906
Low Laithes - Frank Markham	Frank.Markham@hesleygroup.co.uk 01226 272050/ 01302 866906
King Street - Emma Adams	Emma.Adams@hesleygroup.co.uk 01405 818580/ 01302 866906
The Limes - Ricky Farnill	Ricky.Farnill@hesleygroup.co.uk 01709 861663/01302 866906
The Paddocks - Scott Groves	Scott.Groves@hesleygroup.co.uk 01302 856382/ 01302 866906
Copperclay Mews Bianca Young	Bianca.Young@hesleygroup.co.uk 01347 669990/01302 866906
Dragonby Road - Andrew porter	Andrew.Porter@hesleygroup.co.uk 01724 706994/01302 866906
Mercury College - Laura Taylor	Laura.Taylor@hesleygroup.co.uk 01709 861663/ 01302 866906
Supported Living - Shannah Bright	Shanna.Bright@hesleygroup.co.uk 01709 861663/ 01302 866906

Other versions of this leaflet

This document can be prepared and made available upon request in other languages and in other formats.

