

**How we can help you**

You will have discussed your needs with a member of the Care Team, who will have described the type of help a carer support worker may perform and whether Crossroads Care's help is appropriate for you. If Crossroads Care Cheshire West & Wirral is able to help you, the Care Team member will have agreed with you the time when help will be provided and how often this will be.

The member of the Care Team will normally introduce your carer support worker to you and you will have ample opportunity to explain your usual routine to her or him. When a carer support worker is absent through illness or holiday, we always try our best to provide a replacement, although this cannot always be guaranteed.

If you feel that your needs have changed for some reason or you would like to alter your arrangements please feel free to contact the Care Team or send a message through your carer support worker.

Remember - we try as far as possible to remain a user-led service and to fit our service around your needs.

**Why do we need a compliments and complaints procedure?**

Crossroads Care Cheshire West & Wirral aims to provide a high-quality, responsive, user-led service. In order to ensure we do so we need to take account of the views and wishes of those we are here to help. We welcome every opportunity to monitor and improve our service and having a "complaints and compliments" policy and a clear procedure for resolving complaints is one way of doing this.

If you wish to comment about our service, whether positively or negatively, we will be pleased to hear from you.

Please don't be afraid that you may lose the service or that you will be thought of as a nuisance by complaining. Our service is only as good as you allow it to be!

**Who can compliment OR complain?**

This procedure is for anyone who comes into contact with trustees, staff or volunteers from Crossroads Care Cheshire West & Wirral. By anyone, we mean service users – carers and people with care needs – the families and friends of carers, other voluntary groups, statutory agencies and any other member of the public

**What you can do**

You can make a comment or complaint either in person, by telephone, or in writing. If you wish you may use the assistance of a friend or relative in doing this, or you may prefer a member of staff to write it down for you in a way that is acceptable to you.

We hope that the majority of queries, concerns or complaints can be sorted out straight away with your carer support worker, or Care Team who will listen carefully to what you have to say. The Care Manager may then either change the service or explain to you why this cannot be done. If your query is regarding is about another person connected to the scheme (ie a trustee) then the Care Manager will advise you further about to whom you can write.

Your query will normally be acknowledged within two working days and will then be responded to within 20 working days. All queries will be recorded, sensitively, so that the scheme can monitor the quality and effectiveness of its service and its response to any problems that might occur.

**What happens next?**

If you feel the matter has not been satisfactorily resolved by the Care Team or if your complaint involves the Care Manager and you feel unable to discuss it with him / her, you may write to the chairperson of the board of trustees at the scheme's address. The letter and the envelope should be marked 'personal and confidential' and will be forwarded to the chairperson, unopened, who will acknowledge it within 2 working days and respond within 20 working days. (In the event of the chairperson being absent through holiday or illness, the correspondence will be forwarded to a nominated member of the board of trustees.)

Your complaint will be dealt with in the strictest confidence. However, if your complaint concerns a member of staff, the person concerned will normally be informed unless you specifically request otherwise, although this may limit the extent of further investigation.

**What if I am still not satisfied?**

You can ask the chairperson for your complaint to be considered again by a small review panel, involving three trustees (but not the chairperson). This panel will normally meet within 20 working days of your request.

You will be notified in writing about the time and place of the meeting at least 10 days beforehand, so that you may attend, accompanied by a friend or relative, if you wish. Alternatively, you may wish your friend or relative to attend and speak for you if you feel unable to do so.

The review panel will let you know its decision within seven days and the reasons for it.

This will be the final stage in the compliments and complaints procedure, but this does not affect your right to contact your local MP, the local Ombudsman / Commissioner for Complaints, the authorities who fund the scheme or the Care Quality Commission / Care and Social Services Inspectorate for Wales.

We hope that you will always be satisfied with our service and look forward to receiving your comments. If we get it right or wrong we'd like to know.



## **CROSSROADS CARE CHESHIRE WEST & WIRRAL COMPLIMENTS AND COMPLAINTS PROCEDURE**

### **Our compliments and complaints procedure explained**

Our service is only as good as you allow it to be.  
If we get it right or wrong, we'd like to know.

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