

5. If your care is provided through the Local Authority Social Care Department, you may contact them directly at:

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6. If your complaint is still not dealt with to your satisfaction, or you would prefer to refer directly to the regulatory body, you should contact the Care Quality Commission (England) or the CSSIW (Wales) as follows

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Care UK's complete Complaints Procedure is available on request from you local branch.

Other useful phone numbers:

1. General Social Care Council 0207 3975100

2.

Complaints Procedure

We want your experience with Care UK to be a good one.

To support this and to help improve our service, we welcome any comments you may wish to make. We will listen, treat every issue seriously and act upon it in a timely manner, as outlined below.

You may contact us in person, by phone, or by writing a letter or e-mail, following the steps below. If you would prefer a friend, relative or advocate to contact us on your behalf, that is not a problem as we welcome comment wherever it comes from.

1. We will record the details of the issues raised and will acknowledge this within a maximum of **3** working days. At that time we will also advise you of the name of the person who will be dealing with your complaint.
2. At this stage we want to understand how your complaint came about. To do this, we thoroughly consider all issues raised, contacting all persons involved and deciding what should be done to ensure, as far as we are able, that it does not happen again.
3. We would aim to complete our investigations within **20** working days, thus ensuring that any complaint is resolved within a maximum of **28** working days. We will, write to you with our findings and advise you of any actions that we have taken to ensure, as far as we are able, that we resolve your complaint and that the circumstances will not be repeated.
4. If you are not satisfied with the handling of your complaint locally, you should contact the Customer Experience Manager via Head Office. The number is at the front of this book.