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**Silva Care Complaint’s**

Policy Statement- Silva Care believes that if a service user wishes to make a complaint or register a concern they should find it easy to do so. It is the organization’s policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users and their relatives and carers are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not part of the organizations disciplinary policy.

The organization believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation. The organization supports the principle that most complaints, if dealt with early, openly and honestly, can be sorted at a local level between the complainant and the organization. If this fails due to the complainant being dissatisfied with the result, the organization will respect the right of the complainant to take the complaint to the next stage.

**Making a complaint**

**If you are unhappy with the service you get or for someone you are caring for please tell us**

**Please put your complaint in writing or we can visit you in your home if you would prefer to make a verbal complaint.**

**We will acknowledge your complaint within three working days on receipt of your letter**

**A manager will contact you to discuss your concerns and if appropriate arrange to meet with you to talk about it further**

**Together you will agree a plan about how it will be looked into. You will also be asked to agree a date when you should expect a response, which will be in writing.**

**We aim to investigate all complaints within seven working days, however in the event of an investigation taking longer (for reasons such as staff on annual leave) we will inform you of any necessary extensions.**

Silva care is committed to continuously improve our services.

**If you are not happy with any aspect of our service, or wish to make any suggestions for improvement please contact Sharon Moore or use one of our suggestion boxes located at every site.**