

Compliments and Complaints Procedure

Head Office & Midlands (Including Cheshire East & Shropshire)	Overton House, West Street, Congleton, Cheshire CW12 1JY E. headoffice@crossroadstogether.org.uk T. 0333 323 1990 – Option 5 E. midlands@crossroadstogether.org.uk T. 01260 583019
Greater Manchester Location:	Deepdale Community Centre, Deepdale Road, Bolton BL2 6PH T. 01614 459595 E. gm@crossroadstogether.org.uk
Merseyside (Including Cheshire West)	436 Queens Drive, Liverpool L24 9LG T. 01513 150989 E. merseyside@crossroadstogether.org.uk
Herefordshire Location:	Room 14, The Fred Bulmer Centre, Wall Street, Hereford HR4 9HP T. 01432 663057 E. herefordshire@crossroadstogether.org.uk
Stockport Extra Care St Lesmo	St Lesmo Road, Edgeley, Stockport, Cheshire, SK3 OUT E. stlesmo@crossroadstogether.org.uk T. 0161 474 1677

**Stockport Extra Care
Runnymede** 28 Runnymede Close Edgeley, Stockport,
Cheshire, SK3 9RU
E. runnymede@crossroadstogether.org.uk
T. 0161 474 1681

**Stockport Extra Care
Birch Court** Leigh Avenue, Marple, Stockport,
Cheshire, SK6 6DB
E. birchcourt@crossroadstogether.org.uk
T. 0161 427 5039

**Stockport Extra Care
Portland House** Carver Drive, Marple, Stockport,
Cheshire, SK6 7QG
E. portland@crossroadstogether.org.uk
T. 0161 427 2749

Trafford Charity Shop 9 Marshland Road, Sale Moor,
Location: Trafford, M33 3HP
T. 01614 459595
E. gm@crossroadstogether.org.uk

Coffee Together The Strand, 17a The Strand
Location: Rochdale OL11 2JG
T. 01614 459595
E. cafe@crossroadstogether.org.uk

Why do we need a compliments and complaints procedure?

We want the service we provide to be high-quality, responsive and user-led. In order to achieve this, we need to take account of the views and wishes of the people who use it and having a “compliments and complaints” procedure is one way of doing so.

If you want to make a comment about our service (whether good or bad), we will be pleased to hear from you. Don't think this will affect the service you receive or that you will be thought of as a nuisance by complaining.

Who can compliment or complain?

Anyone who comes into contact with trustees, staff or volunteers from Crossroads Together can give a compliment or make a complaint, including service users (both carers and those with care and support needs), their families and friends, other voluntary groups, statutory agencies and members of the public in general.

Please note: We can only accept complaints from a representative on your behalf under certain conditions. You will need to have given them your consent either verbally or in writing or we will need to establish that they are acting in your best interests before we can deal with the complaint.

What you can do

We hope that the majority of concerns and complaints can be dealt with informally. Speak to your care worker, Care Coordinator or a staff member you know. They will listen carefully to what you have to say and do their best to sort the matter out.

If you would prefer not to handle your complaint that way, we have a Complaints Manager who can meet up with you in person, or you can contact by telephone, email or in writing. You can ask a friend, relative or staff member to help you to do this if you wish.

Our Complaints Manager will advise you what further action you need to take and give you information about local advocacy services available to help you.

Contact details for the Complaints Manager are as follows:

Name: Christine Aspin, Operations Director
Address: Crossroads Together, Overton House, West Street, Congleton, Cheshire
Postcode: CW12 1JY
Telephone: 0333 323 1990
Email: christine.aspin@crossroadstogether.org.uk

If you make a complaint in person or on the telephone, the Complaints Investigator will:

- make a written record of your complaint

Your complaint will normally be:

- acknowledged in writing within three working days
- responded to within 20 working days.

Complaints will be investigated by a person who has the right level of knowledge and skill and sufficient seniority to address the issue.

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

What if I am not satisfied?

Following the investigation, if you are not happy with our response, you are entitled to have your complaint reconsidered by a review panel consisting of at least two members not previously involved. If you decide to do

this, contact the Complaints Manager within 20 working days of receiving our investigation response and ask for a review of the decision taken.

You will then be notified in writing with details of the time and place of the review meeting at least 10 working days beforehand, and may attend if you wish. You can bring a friend or relative along with you, or alternatively you may want your friend or relative to attend and speak on your behalf.

We will:

- acknowledge your request for a review within three working days
- carry out the review within 20 working days of receiving your request.

The review panel will let you know in writing of its decision and the reasons for it within 10 working days of carrying out the review. This is the final stage of our complaints procedure.

You can also complain to your Local Authority or to the Local Government Ombudsman at any time during the complaint process.

The Local Government Ombudsman (LGO)

If you are still not satisfied with the outcome of our investigation you can complain to the LGO who provides a free independent service. You can contact the LGO Advice Team for information or advice, or to register your complaint.

Telephone: 0300 061 0614

Email: advice@lgo.org.uk

Website: www.lgo.org.uk

Care Quality Commission (CQC)

You have a right to alert the CQC of any concerns or complaints you have. They are happy to receive information about our services at any time but cannot get involved in or investigate individual complaints.

Care Quality Commission

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Telephone: 0300 061 6161

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

Local Authority Contact Details:

Cheshire East Council	0300 123 5500	Delamere House, Delamere Street, Crewe CW1 2LL
Cheshire West & Chester Council	0300 123 8123	58 Nicholas Street, Chester CH1 2NP
Wirral Borough Council	0151 606 2000	Hamilton Building, Conway Street, Birkenhead CH41 4FD
Liverpool City Council	0151 233 3000	Venture Place, St Thomas Street, Liverpool L1 6BW
Sefton Council	0345 140 0845	9 th Floor, Merton House, Stanley Road, Bootle, L20 3JA
Knowsley Council	0151 489 6000	Minicipal Buildings, Cherryfield Drive, Liverpool L32 1TX
Warrington Borough Council	0192 544 3322	Newtown House, Buttermarket Street, Warrington WA1 2NJ

Manchester City Council	0161 234 4343	Town Hall, Albert Square, Manchester M2 5DB
Tameside Borough Council	0161 342 8355	Dukinfield Town Hall, King Street, Dukinfield, Tameside, SK16 4LA
Bury Council	0161 253 5000	Town Hall, Knowsley Street, Bury, Lancashire BL9 0SW
Shropshire Council	0345 678 9000	Shirehall, Abbey Forgate, Shrewsbury SY2 6ND
Herefordshire Council	01432 260000	Plough Lane, Hereford HR4 0LE
Bolton Council	01204 333333	Town Hall, Victoria Square, Bolton, BL1 1RU
Rochdale Borough Council	01706 647474	Number One Riverside, Smith Street, Rochdale OL16 1XU
Oldham Council	0161 770 8122	Civic Centre, West Street, Oldham, OL1 1UT
City of Salford Council	0161 793 2500	Civic Centre, Chorley Road, Swinton, Salford, M27 5FJ
Trafford Council	0161 912 2000	Access Trafford, Sale Waterside, Sale, M33 7ZF
Stockport Metropolitan Borough Council	0161 217 6014	Fred Perry House, Edward St, Stockport SK1 3UR

This leaflet can be made available in other formats / languages on request

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