

If you wish to comment or make a complaint, please:

1) Contact your Care Manager or call:

020 7183 4884

2) Or email:

feedback@trinityhomecare.co.uk

3) Or complete this form or write to us
and send to the following address.

Address:

Registered Care Manager

Trinity Homecare

Central House

Central Road

Worcester Park

Surrey

KT4 8EG

Name:

Address:

Postcode:

Telephone number:

Type of comment: Compliment

☐

Complaint

☐

I would like to say:

☐

We would like to use your compliment as a testimonial in our marketing materials. Please tick this box if you are happy for us to do so.



Compliments and complaints

Trinity Care at Home Ltd trading as Trinity Homecare, a company
registered in England and Wales with company number 07081393.

Our commitment to you

At Trinity Homecare, we're committed to ensuring that we provide you with the highest standard of care.

Your feedback is extremely valuable to us. By sharing your thoughts and feelings, you'll be helping us to ensure that we are fulfilling our commitments to our clients, as well as highlighting areas which we can improve our services.

Please tell us

To talk to us about any aspect of our services, you can contact us by phone or email, or by using this form to make either a compliment or a complaint.

To let us know that you've been particularly pleased by any aspect of our service, you can go straight to the back page of this leaflet or leave feedback at

www.trinityhomecare.co.uk

If you wish to make a complaint, then please read through the following sections. If possible, you should discuss the problem with your Care Manager who will do their best to resolve the issue quickly to your satisfaction.

Complaints process

All complaints will be managed in line with our complaints policy. You can make a complaint over the telephone, by writing to us directly or by completing and returning this complaints form.

You may wish to ask a representative to assist you, or alternatively, your Care Manager can help you to put your complaint in writing.

Verbal complaints should be directed to your Care Manager and their contact information is provided in your Personal Support Plan. Your Care Manager may be able to deal with the complaint immediately over the telephone. If they are unable to deal with the issue, they will transfer your complaint to the Registered Care Manager.

When we receive a written complaint, we will contact you within 3 working days to discuss the matter and where possible, to provide an immediate solution. If the matter cannot be dealt with straight away, you will receive an acknowledgement of the written complaint within 3 working days and we will begin an investigation.

We will write to you again within 28 days with details of our findings and where appropriate, provide apologies and information about what's being done as a result of your complaint.

Not happy with the outcome?

In most instances, we can resolve an issue immediately. Complaints that are more serious are passed to the Head of Operations, who will contact you and undertake a telephone interview to discuss the issue further. In the unlikely event that a complaint cannot be resolved satisfactorily, a member of our management team will visit you for a one-to-one discussion.

If you still feel that your complaint has not been resolved to your satisfaction, you can contact the Local Government Ombudsman:

The Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH
W: www.lgo.org.uk | E: advice@lgo.org.uk
Tel: 0845 602 1983/024 7682 196

Our managed care services are registered with and regulated by the Care Quality Commission (CQC). Although the CQC cannot get involved in individual complaints about care provision, they are happy to receive information about our services at any time.

CQC National Correspondence Service Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
W: www.cqc.org.uk | E: enquiries@cqc.org.uk
Tel: 03000 616161

