



SMART 3 SOLUTIONS Complaint procedure

1. Introduction

We always aim to provide a high standard of care in all our services.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally.

Anyone receiving services may make a suggestion.

If the suggestion is something that SMART 3 SOLUTIONS Ltd as a company needs to consider you can send it to:

Robin Tillbrook
SMART 3 SOLUTIONS LTD
New City House,
Ring Way,
Preston,
Lancashire,
England,
PR1 1AFT:
01772 831870 Mobile: 07917 392393

3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

SMART 3 SOLUTIONS Ltd assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

4. Who can complain

Anyone affected by the way SMART 3 SOLUTIONS Ltd provides services can make a complaint.

5. How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff
- by letter
- by email

6. Responsibility

The Operations Manager and HR Manager have overall responsibility for dealing with all complaints made about our service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or

- advice on where you may get that help.

7. How we handle complaints

SMART 3 SOLUTIONS Ltd may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

8. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

9. Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact The Managing Director at:

Robin Tillbrook
New City House,
Ring Way,
Preston,
Lancashire,
England,
PR1 1AFT:
T: 01772 831870 Mobile: 07917 392393

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free independent service.

You can contact the LGO at:

Tel: 0300 061 0614
Website: www.lgo.org.uk

NB: The LGO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.