



Blue Heart
Residential

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Complaints

This booklet will explain our process of handling complaints in accordance with CIW.





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What is a complaint?

If something is bothering you or making you unhappy, you can let us know.

Here's what we want:

- We want it to be easy for you to tell us when something isn't right or you are unhappy.
- We want you to know how to share your concerns with us.

Why this is important:

- We want you to be happy.
- We want you to know it is okay to speak up if you have a complaint.
- You can tell us if something isn't right.
- You can tell us if you think a staff member isn't following the rules.
- You can say something if you don't like what we do or our services.

How to let us know if you have a complaint:

- Talk to your care worker or any staff member.
- Tell the manager or their boss.
- Ask a friend or family member to help you talk to us.
- Ask a helper or social worker to tell us for you.



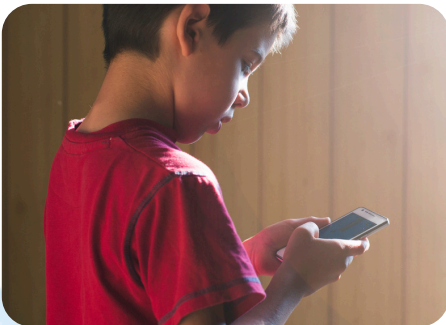
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How you can complain

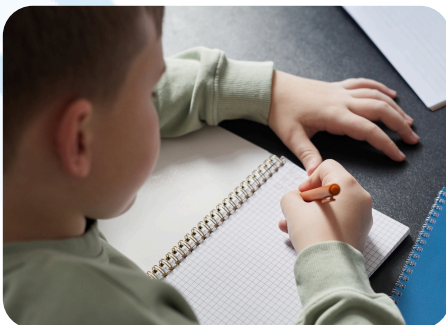
You can complain by:



Sending an email



Calling us on the phone



Writing to us

Our address, phone number and email address can be found on the next page of this booklet.



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Get in touch with us

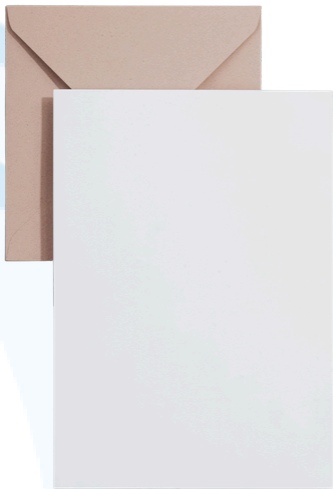


You can call us:

01633 646900
(Ask for Gemma Lang)

Email:

gemma@blueheartcare.co.uk



Write to us:

Blue Heart Care Group
Unit 31
Orion Suite
Enterprise Way
Newport
NP20 2AQ



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What will happen when you complain?

When you tell us something is wrong and you want to complain:

- We will send you a letter within 3 working days to say that we got your complaint.
- Someone from our team will chat with you to help fix the problem quickly. We want to fix your complaint as soon as possible.
- We might need to ask our team more questions. This is called an investigation.
- We will try to fix the problem in 28 days. If it takes longer, we will let you know.

How we will make things right:

- We will tell you what we have found out about your complaint.
- We will tell you what we are doing to make things better.
- We will tell you how we will stop things from going wrong again.
- We will make sure that you are happy with how we have listened to you.



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Contact a Freedom to Speak Up Guardian

The Freedom to Speak Up Guardian role is a complex one, and involves a few different responsibilities. These responsibilities are:

- Gaining an understanding of the organisation's speaking-up culture
- Working across the organisation to enable all speaking-up processes work well
- Working in partnership with and challenging senior leadership
- Acting to ensure quality of services and worker experience.

For more information about Support Freedom to Speak Up Guardians, you can visit their website through the link here:

[Speaking Up / www.nationalguardian.org.uk/speaking-up/](http://www.nationalguardian.org.uk/speaking-up/)



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Who else to contact

If you're still not happy, you can talk to someone else. There are different people you can talk to for different problems. You can find out who to talk to on the next pages.

First, you can tell your manager, social worker, or the people who help pay for your care at Social Services. You can ask for their address and phone number at your home/service if you need it.



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Care Inspectorate Wales (CIW)

You can also complain to the Care Inspectorate Wales (CIW).

The Care Inspectorate Wales (CIW) is a group that checks to make sure everything is okay and safe. They can't fix your problem right away, but they can help make sure things get better and stay safe.



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Who else to contact

If you're still not happy, you can tell the Local Government and Social Care Ombudsman.

They help with complaints about councils and some other places. Their job is to check complaints fairly.

This is the link you need: www.lgo.org.uk/how-to-complain

Local Government &
Social Care

OMBUDSMAN





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Get in touch



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Care Inspectorate Wales (CIW)

Welsh Government Office
Sarn Mynach
Llandudno Junction
LL31 9RZ

Tel: 0300 7900 12

Local Government &
Social Care
OMBUDSMAN

The Local Government and Social Care Ombudsman

PO Box 4771
Coventry
CV4 0EH

Telephone: 0300 061 0614