

## How to make a complaint or raise a concern

Your feedback helps us to improve the quality of the services we provide.

Many issues can be resolved by talking directly to the staff member involved or their manager. Alternatively, a member of the management team can discuss your concerns with the those involved on your behalf, and they will contact you confirming what has been done to address your concerns.

You can make a complaint in writing, over the phone or by email.  
All complaints are managed by Sarah Ransome, Managing Director.

Sarah's contact details are:

**Email:** [sarah.ransome@indliv.co.uk](mailto:sarah.ransome@indliv.co.uk)

**Telephone:** 01722 742442

**Address:** Independent Living Solutions Ltd, Mills House, Mills Way, Amesbury SP4 7RX

## Our Complaints Process

During your initial communication with the Managing Director, she will discuss the issues you are raising, clarify what it is that you are unhappy about, and how you would like us to put things right for you.

We will then acknowledge your complaint in writing and advise you how long it will take us to investigate and find a resolution.

It may be necessary for the Managing Director to appoint a named manager to investigate your complaint further.

If possible, we will always try to resolve your complaint within 21 working days. However, circumstances outside of our control sometimes prevent this from happening, but we will always keep you informed of any delays.

## What happens to your complaint?

The named manager will act as your point of contact within ILS Case Management. All complaints will be investigated by the named manager, who will act as an independent investigator.

You will be invited to a meeting to discuss your complaint or a detailed written reply including suggestions for resolving your complaint will be sent to you.

Our Managing Director will review and share our response with the Company Board.

Once the investigation has been completed an action plan will be agreed with the relevant Manager ensuring any improvements to our services are taken forward.

## What happens if you are not happy with our response to your complaint?

If you are still unhappy with the outcome following receipt of our response to your complaint, you can appeal and ask for an independent review.

The Local Government Ombudsman will only accept complaints once you have been through our complaints process.

Contact details for the Local Government Ombudsman:

**Telephone:** 0300 061 0614

**Website:** <https://www.lgo.org.uk/>

Alternatively, if you are concerned about an aspect of the service you received or witnessed you can contact The Care Quality Commission who monitor, inspect and regulate the Services ILS Case Management provide.

Contact details for the Care Quality Commission:

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Telephone:** 03000 616161

**Website:** <https://www.cqc.org.uk>

**For more information**

**Telephone:** 01722 742442

**Email:** [mail@indliv.co.uk](mailto:mail@indliv.co.uk)

**Website:** [www.indliv.co.uk](http://www.indliv.co.uk)