

If you are not satisfied with how Hft has dealt with your complaint

If you remain dissatisfied with the way your complaint has been handled, you can complain to the Local Authority that funds you or the person you are representing.

Or

Once your complaint has been fully dealt with by HF Trust, if you are not satisfied with the outcome you can refer your complaint to the Local Government and Social Care Ombudsman (LGSCO) and ask for it to be reviewed. The LGSCO provides a free, independent service.

The LGSCO Intake Team can be contacted for information and advice, or to register your complaint:

T: 0300 061 0614

W: www.lgo.org.uk/adult-social-care/ (there are links to an enquiry form and a complaint form on this page)

Or write to: The Local Government and Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH

The LGSCO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission National Correspondence Citygate

Gallowgate

Newcastle upon Tyne NE1 4PA

T: 03000 616161

W: www.cqc.org.uk

We will always co-operate fully with these agencies.

Hft Executive (on a regular basis) and Trustees (annually) will review complaints, the subsequent outcomes and learning and the feedback about how complaints were handled.