

Tell us what you think

How to make a comment, suggestion or complaint

quality@steponecharity.co.uk

01392 255428

www.steponecharity.co.uk



Giving us your feedback

We hope our care and support meets your needs and expectations. We really value comments and suggestions on any aspect of the care and support that we provide, so we hope you will let us know what you think.

You can:

- complete our anonymous survey (please ask a staff member for a copy with a return envelope)
- visit our website and complete our online form at www.steponecharity.co.uk/feedback-page
- write to Governance Team, Step One, Beaufort House, 51 New North Road, Exeter EX4 4EP
- email quality@steponecharity.co.uk

Making a complaint

We always work hard to offer high standards of care at all times, but we know that sometimes things do not go as well as they should or we get things wrong. Please let us know if you are unhappy with the support we have provided, so that we can find out how we can improve, and do all that we can to put things right and make sure that the same thing does not happen again.

Talk it through first

If you have a complaint about our care it is good to try to resolve it swiftly by talking to a service manager.

If you are unsatisfied with our first response, please write to or email our governance team at the addresses above, or call them on 01392 255428.

What happens next

When we receive your complaint, someone from the governance team will contact you within two working days to confirm your complaint. They will then look into your concerns. They may ask to meet you to discuss your concerns further, or you can ask to meet them if you think it would be helpful.

Your complaint will not be recorded in yours or your family member or friend's health or social care record and it will not affect your future support in any way.

Our response

We will always do our best to give you a full reply as quickly as possible. In most cases, we aim to reply within 20 working days after receiving your complaint. It may take us longer to investigate and resolve complicated issues but we will still advise you within 20 working days if progress is delayed.

If you are not satisfied with our response you can seek an independent review. For complaints regarding Cypress Hospital or our Crisis House service please contact:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

Helpline: 0345 015 4033 (8.30am – 5.30pm, Monday to Friday)

Email: phso.enquiries@ombudsman.org.uk

www.ombudsman.org.uk

For other services please contact your Local Government Ombudsman. More information is available at:

www.lgo.org.uk/make-a-complaint

Governance Team
Step One
Beaufort House
51 New North Road
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