

United Response encourages feedback on everything we do as we always strive to provide the best support for people in our care.

We listen, record and respond positively to any comments, concerns or complaints that are raised.

Every effort is made to respond to a person's concern before it develops into a complaint, and to resolve issues as locally as possible.

We try to deal with all complaints thoroughly, speedily, confidentially, objectively and sensitively. United Response will call in independent investigators if necessary, and no one need fear the consequences of raising a concern or making a complaint.

If you make a complaint or raise a concern, we will keep you informed of the progress and outcomes. You will not be victimised for making a complaint.

We will provide information about our complaints procedure in different formats, such as braille, easy read, audio

You can make a comment, concern or complaint:

- **by telephone**
- **in person**
- **in writing**
- **by email**

We will do all that we can to support you to get assistance, if needed, from friends, carers or family members, independent advocacy or other agencies.

The timescale and process of handling any concerns or complaints are shown below.

You can address your comment, concern or complaint through:

- **a one-to-one meeting/phone call with a staff member of your choice**
- **to the Chief Executive of United Response**
- **to your local Social Services, Health Authority, Local Government Ombudsman**
- **to the Care Quality Commission**
- **to the Supporting People Administrative Authority**

**working
day 1**

Complaint reported to the appropriate Line Manager

**working
day 3**

If complaint not resolved, an investigator appointed

**working
day 28**

Investigation completed, decision on action taken, and all appropriate parties informed of decision

**working
day 30**

If complaint not resolved, a Senior Investigator appointed

**working
day 44**

Second investigation completed, decision on action taken, and all appropriate parties informed of decision, and (if necessary) Independent Investigator appointed

**working
day 47**

Independent investigation completed and reported to the Chief Executive

Following this ...

If necessary, the Chief Executive will arrange for an Appeals Panel to be held, and provide a response and final decision within 10 working days of the hearing.

Useful numbers:

United Response Head Office: 020 8246 5200

Chief Executive's Hotline: 020 8254 3135