

Feedback & Complaints



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



Your views matter

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 and audio.

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.

How to make a complaint

You can make a comment, concern or complaint:



by telephone



in person



in writing



by email

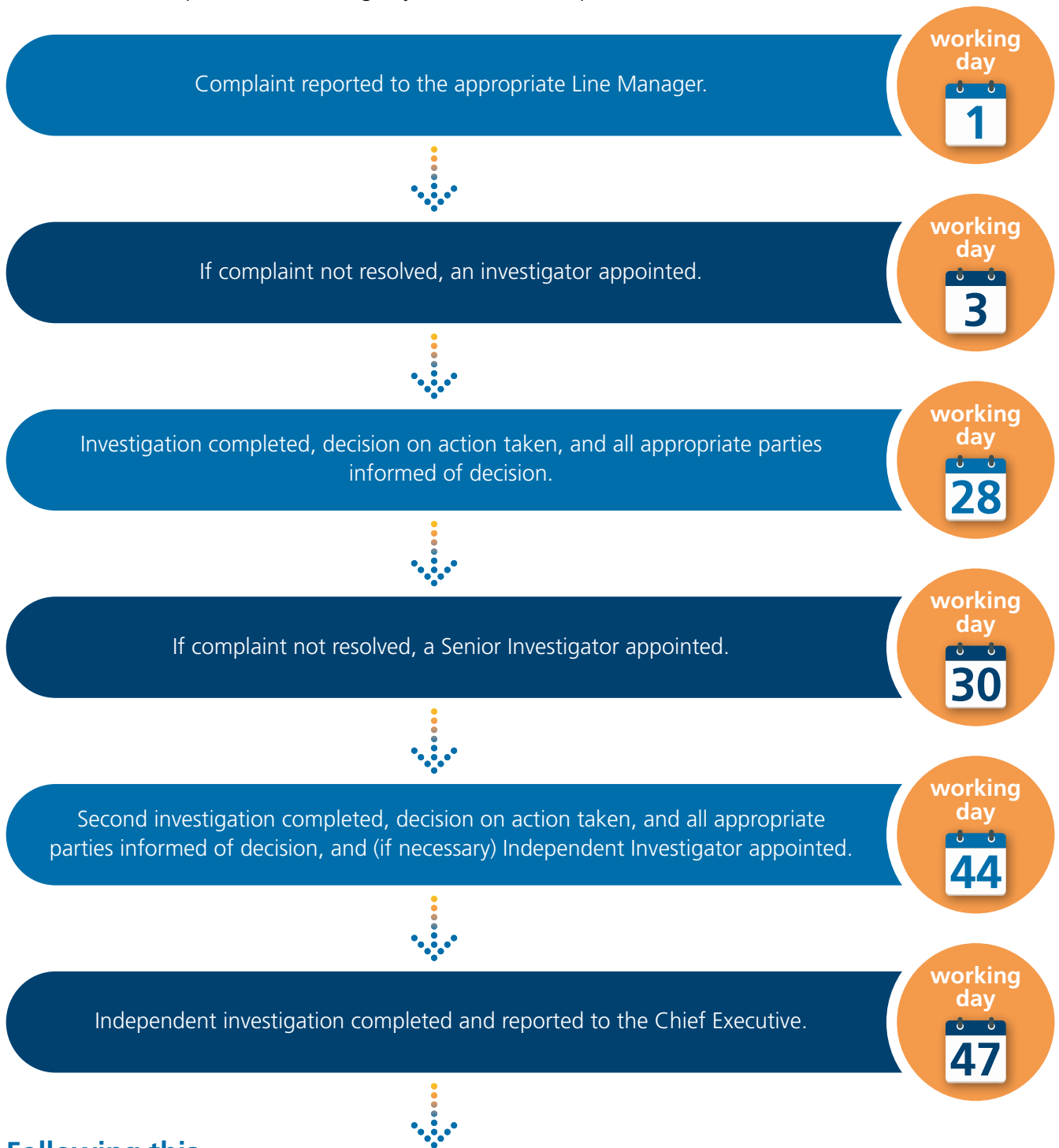
You can address your comment, concern or complaint through:

- a one-to-one meeting/phone call with a staff member of your choice
- to your local Social Services, Health Authority, Local Government Ombudsman
- to the Care Quality Commission
- to the Care Inspectorate Wales

United Response
support that changes with you

Our complaints handling process

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



Following this...

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