PIPS Complaints and Concerns

Are you unhappy? Has something happened that you don't like?		
	It is important to tell a member of staff if you don't like something that has happened or if something is making you unhappy. Even if it is something small, staff will always take your concern seriously.	
You can tell:		
		
The person that supports you	The manager of your service	Someone from your care team
What happens next?		
	Staff will always take your concern seriously.	
	They will try to resolve the issue and will work with you to find the best solution possible.	

Once you have told someone about your concern or complaint:	
	1. You will receive confirmation they have received your concern or complaint within 7 days.
	2. You will hear **how long** it will take to look into it.
	3. You will hear about how your concern or complaint will be dealt with.
	4. You will hear what they find out and how they are going to deal with it.
	If the member of staff cannot deal with the concern or complaint, or if you are unhappy that your concern or complaint is being dealt with informally, you will be advised to make a formal complaint.

Making a formal complaint	
	The complaints manager will meet with you to discuss your complaint. The complaints manager will assess how to deal with your complaint.
	Together we will discuss what action or outcome will be the best resolution to make things right for you.
	You and the service manager will agree: 1. What needs to happen. 2. A timescale to make things happen.
	What you discuss and agree will be recorded on a record sheet.
	Following any necessary investigations, the complaints manager will tell you of the outcome of these investigations.
	**If your complaint is about a person.** This person may need to know you have made a complaint. We will support you should this happen.

If the complaint is very serious	
	**If the complaint is very serious,** it may have to be reported to the local safeguarding team. Staff will follow the local safeguarding procedure.
Using an advocate	
	You can ask to use the services of an **advocate** at any time. The complaints manager will arrange this for you. An advocate is someone who can both listen to you and speak for you when you need.
If you are not happy with how your complaint has been dealt with:	
	If you are not happy with the way the service has dealt with your complaint, you should contact: Your **local council or the health commissioners** of your services. These are the people who pay for your service. Ask the complaints manager for this information.
Taking the complaint further	
	If you are not happy with the way your service, or the local council / local commissioners have dealt with your complaint, you can tell the Local Government Ombudsman: The Local Government Ombudsman PO Box 4771 Coventry CV4 0EH

Care Quality Commission (CQC)	
	CQC is the regulator for all health and social care services in England. A regulator is an organisation that checks services meet the governments standards or rules about care.
	CQC has rules so that services keep you safe and give you the right care and support. Information from the public about their experiences of care is very important to them. They will listen to what people say so they can find out which services are not following their rules. But please note – CQC cannot investigate individual complaints.
 	CQC can be contacted at: Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161
Contact PIPS	
 	Positive Individual Proactive Support, Endeavour House, 12 Ellerbeck Way, Stokesley North Yorkshire TS9 5JZ Tel: 0330 355 7477