

Your Thoughts Count

The principles of HC-One are:

- Involvement, accountability and partnership
- Individual attention to every Resident
- One-on-one care
- A safe, comfortable and welcoming environment
- A greater focus on training and development
- Recognition and support to all our staff

We strive to ensure that our standards of care and service meet these principles and your expectations.

If at any time you feel that we have not upheld our principles or fulfilled your expectations, we value your feedback and promise to listen to your concerns, investigate them fully and provide you with a prompt explanation on what we have done to resolve the matter.

You can raise issues with the Home Manager directly or alternatively you can contact us at:

Complaints Careline
HC-One, Southgate House,
Archer Street, Darlington, DL3 6AH
T 0333 999 8699
E careline@hc-one.co.uk

Should you require any help or advice making your complaint, you can contact your local Independent Complaints Advocacy Service (ICAS) office or make use of the POhWER website: www.pohwer.net

You may also be aware that your local authority have a statutory responsibility to manage complaints and this means you can also choose to raise any complaints/issues with them. Details of who to contact can be found in your Resident's Guide or can be made available by the Home Manager.

We will provide a response as soon as possible and no longer than 21 calendar days from receipt. In the event that a response cannot be delivered within the above timescales, we will send you a letter outlining the reason for the delay or provide a verbal update.

If you remain dissatisfied with the outcome of your response you can refer your complaint to the Local Government Ombudsman (LGO). The LGO provides a free, independent service and can be contacted on the details below. The LGO will not usually investigate a complaint until HC-One has had an opportunity to investigate, respond and resolve matters however so please do contact us in the first instance.

The Local Government Ombudsman
PO Box 4771, Coventry, CV4 0EH
T 0300 061 0614
E advice@lgo.org.uk
W lgo.org.uk

HOW TO ESCALATE YOUR COMPLAINT – STEPS 1-5



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Should you require any help or advice making your complaint, you can contact the Scottish Independent Advocacy Alliance at www.siaa.org.uk

You may also be aware that your local authority have a statutory responsibility to manage complaints and this means you can also choose to raise any complaints/issues with them. Details of who to contact can be found in your Resident's Guide or can be made available by the Home Manager.

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If you remain dissatisfied with the outcome of your response you can refer your complaint to the Ombudsman. The Ombudsman provides a free, independent service and can be contacted on the details below. The Ombudsman will not usually investigate a complaint until HC-One has had an opportunity to investigate, respond and resolve matters so please do contact us in the first instance.

Scottish Public Services Ombudsman
 FREEPOST EH641, Edinburgh, EH3 0BR
T Freephone 0800 377 7330 or 0131 225 5300
W spsso.org.uk
In person Scottish Public Services Ombudsman
 4 Melville Street, Edinburgh, EH3 7NS

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E careline@hc-one.co.uk

Should you require any help or advice making your complaint, you can contact Action for Advocacy at www.actionforadvocacy.org.uk

You may also be aware that your local authority have a statutory responsibility to manage complaints and this means you can also choose to raise any complaints/issues with them. Details of who to contact can be found in your Resident's Guide or can be made available by the Home Manager.

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If you remain dissatisfied with the outcome of your response you can refer your complaint to the Ombudsman. The Ombudsman provides a free, independent service and can be contacted on the details below. The Ombudsman will not usually investigate a complaint until HC-One has had an opportunity to investigate, respond and resolve matters so please do contact us in the first instance.

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ
T 0300 790 0203
E ask@ombudsman-wales.org.uk
W ombudsman-wales.org.uk
Twitter: @ombudsmanWales

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