

## Feedback on Homecare Services

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The views of those who use our services are vitally important to us and we have always sought to encourage feedback about the services we provide. Our new Quality Manager has brought a fresh approach and renewed impetus to our Complaints and Comments Procedures. As part of her revised Quality Assurance System, all complaints and comments are reviewed and analysed for adverse trends and patterns on a weekly basis and this information is reported to the Senior Management Team, along with any suggestions for improvement. This information influences and guides every decision we make. In short, your opinions make a real difference to the services we provide.

To help you understand our Complaints and Comments Process,

we have provided answers to some of the questions you may have.

#### Who can complain?

Anyone who is dissatisfied with the service, the actions, or lack of action from Homecare can complain.

#### How can I complain?

Complaints may be made verbally or in writing, in person, by e-mail, fax or letter. However the complaint is made, obstacles

will not be put in your way by insisting that a particular form is used.

#### Who should I contact if I want to complain?

All Homecare staff are provided with the appropriate training and authority required to respond to complaints. However,

if you are unsure of who to complain to, or if you have made a complaint and feel that it has not been properly addressed,

please contact: Lynne McMordie - Tel:+44 (0)28 37 511 333 - email: [lmcmordie@homecareni.com](mailto:lmcmordie@homecareni.com)