

### **We have received your complaint.**

Thank you for getting in contact. We appreciate that not everyone finds it easy to raise a complaint, however at HomeLink Healthcare, we encourage feedback as we recognise that any feedback is a way to further improve our services.

If you are submitting a complaint on behalf of someone else, we will require signed consent ( where possible) from the person affected, this will be discussed with you in further detail by the allocated investigating officer.

### **What happens next?**

Once you have submitted a complaint, either verbally or in writing, you will receive an acknowledgement of your complaint within 3 working days of receipt.

An investigating officer will then be allocated to your case and be in touch to discuss the complaint in further detail. They will be your contact throughout the complaint process.

The investigating officer will confirm with you how much contact you would like to receive during the complaints process and how you would like to receive it.

Following your initial discussion with the investigating officer, an investigation will commence into the issue(s) that you have reported. It is the company's aim that complaints shall be responded to within 30 working days.

If there is a need for a joint investigation between HomeLink Healthcare and another organisation such as the NHS or a Local Authority HomeLink Healthcare will aim to respond to you within 60 days of receipt.

We recognise that each complaint will have individual circumstances, which may affect the time required to provide a full response. Where this occurs, you will be notified by your allocated investigating officer on the reasons why and a new timeline will be discussed with you. All complaints will remain confidential and be communicated only to those individuals who are involved in the process and who you provide consent for us to do so.

### **If you're not happy with the outcome**

If you've reached the end of the complaints process and you are not happy with the outcome, you have the right to discuss this with the investigating officer, or directly with the relevant Ombudsman.

We will keep your complaint on file for a maximum of 10 years in line with GDPR guidelines.

**Ombudsman contact details:**

**Healthcare:** The Parliamentary and Health Service Ombudsman makes final decisions on unresolved complaints about the NHS in England. This organisation is independent of the NHS.

For more information, call their helpline on 0345 015 4033 or visit the Parliamentary and Health Service Ombudsman website: <https://www.ombudsman.org.uk/>.

**Social care:** If your complaint involved a social care agency you have the right to take your complaint to the Local Government Ombudsman (LGO), which is independent of local authorities and care providers.

For more information, call their helpline on 0300 061 0614 or visit the Local Government and Social Care Ombudsman website: <https://www.lgo.org.uk/>.

For further information about the HomeLink Healthcare complaints procedure visit [www.homelinkhealthcare.co.uk/complaints](http://www.homelinkhealthcare.co.uk/complaints) or call 020 3137 5370. Email [complaints@homelinkhealthcare.co.uk](mailto:complaints@homelinkhealthcare.co.uk)

**Investigating officer contact details:**

You can use this space to document your investigating officer details:

Name:

Role:

Contact details: