

Help to make a complaint

If you want someone else, for example a relative or friend, to complain on your behalf, we will work with them to resolve your complaint. However, we will need to verify that you have given your permission for someone to act as your representative.

If you need support to make your complaint we can advise about Advocacy services.

What if the service is regulated?

If your complaint is about a regulated service (e.g. a residential care home or domiciliary care service) you can also contact the Care Quality Commission. We can advise you about how to do this.

What if I'm not happy with the process?

If you are not satisfied with our handling of your complaint, you can take your complaint to the Local Government Ombudsman. The Ombudsman is independent and the service is free and confidential.



Local Government Ombudsman,
PO Box 4771, Coventry, CV40EH



www.lgo.org.uk

Comments, Compliments and Complaints

Your guide to sharing your views
about your care and support



Optalis strives to provide the best possible service. Your feedback will help us to make sure we get things right for you.

Our **Customer Care Commitment**, means we:

- Want to make it easy for you to make your views known to us.
- Will treat you fairly and respond to you quickly.
- Will always do our best to help you get the result you want.

1. Listen



If you have a compliment, a complaint, or a comment about something we could do differently, we want to hear from you. Please speak to a member of staff or the manager of the service.

If you live in the **Wokingham or Oxford area**, you can also:



Call: 0118 977 8627



Email: complaintsandcompliments@optalis.org

If you live in the **Windsor or Maidenhead area**, you can also:



Call: 01628 683 857



Email: complaints@rbwm.gov.uk

2. Respond



We aim to act on the information you give us there and then.

If we cannot give you an immediate response, we will:

- Acknowledge your feedback, in writing, within 2 working days.
- Nominate a manager responsible for investigating the matter further.
- Inform you of the investigation timescales (typically within 10 working days).
- Provide you with a clear report detailing what we found and what action we will take.

3. Improve



When we have finished our investigations:

- We will tell you of any improvements we are making to our services and procedures as a result.
- If you made a complaint, we will follow up with you to check that it was resolved to your satisfaction.