

How to make a complaint

Complaints, compliments and representations

Anyone can make a complaint or give a compliment, in any way they like: by speaking to a member of staff, by email, in writing, or through an advocate, social worker or family member. Nobody is treated worse for complaining.

How we deal with complaints

Stage 1: informal	We try to put things right quickly, within 5 working days.
Stage 2: formal	We acknowledge the complaint within 2 working days and give a written outcome within 20 working days.
Stage 3: review	If you are not happy with the outcome, someone independent of the investigation reviews it.

- Nobody who is the subject of a complaint investigates it or decides the outcome.
- A complaint about the Registered Service Manager goes to an independent reviewer outside Caremore.
- Help is available to anyone who needs it to make a complaint, including an interpreter or advocate.

Who to contact

Caremore	info@caremoregroup.co.uk
Placing authority	The young person's social worker or the authority's complaints team
Advocacy	Coram Voice 0808 800 5792 Help at Hand (Children's Commissioner) 0800 528 0731
Ofsted	0300 123 1231 Caremore Group Ltd, URN 2769510

You can go straight to the placing authority or to Ofsted at any time. You do not have to complain to Caremore first.