

Feedback and Complaints - Let your voice be heard!

Welcome to Altogether Care, where your experience is at the heart of what we do! Whether you're currently with us, have been in the past, or are connected in any way, we'd love to hear from you.

Giving Feedback - It's Easy and Encouraged!

- Talk to us anytime.
- Visit our local services - we'd love to see you!
- Call or email us at contact@altogethercare.co.uk.
- Write to us at the service or head office.

Have a standout experience with our staff?

Let them know directly or give us the scoop for some well-deserved recognition. Positive experiences make our day, and your carers cherish your generous feedback!

If you Need to Make a Complaint We're Here to Help!

- Open up to your local service; we're here for quick and friendly resolution.
- If you're unsatisfied, follow our straightforward complaint process:

STAGE 1:

- Reach out to the Registered Manager with your complaint details.
- We'll acknowledge your complaint in 3 days.
- Expect a written response in 28 days.

STAGE 2 (APPEAL):

- If you're still unhappy, make an appeal to our Head Office.
- Acknowledgment in 3 days.
- Formal response in 10 days.

We're also eager to hear from partners. Together we can make improvements!

Altogether Care Limited - Your Concerns Matter!

- Prompt acknowledgment of complaints, verbally or in writing.
- We ensure fairness, transparency, and accessibility.
- Compliments and suggestions are not just welcomed but celebrated!
- Ongoing staff training for top-notch complaint management.
- Transparent record-keeping for early resolution.
- Safeguarding concerns? Handled with care according to our policy.



Our Complaints Procedure – 5 easy steps!

- Verbal or written complaints accepted.

STEP 1: Quick attempt at resolution.

STEP 2: Formal acknowledgment in 3 days.

STEP 3: Investigation details in 28 days.

STEP 4: Response with findings and options for escalation.

STEP 5: Closed with confirmed satisfaction.

Our Complaints Log - Keeping It Transparent!

- We log all complaints or concerns.
- Structured approach to investigations.
- Unresolved complaints?
External bodies are there to help.

External Complaints:

- If you're still dissatisfied, please let us know and we can give you contact details of relevant independent agencies such as, the Local Government & Social Care Ombudsman www.lgo.org.uk, the Ombudsman will not investigate the complaint until the provider has had the opportunity to respond and resolve the matter in the first instance.

The Care Quality Commission, will not investigate complaints on behalf of individuals, their details are www.cqc.org.uk.



- The Registered Manager can also signpost individuals to Healthwatch and the local Independent Complaints Advocacy Service (ICAS).

Compliments and Suggestions - Share the Positivity!

- Your compliments are treasured and shared with our staff.
- Suggestions? Noted, considered, and possibly implemented for improvement.
- Continuous monitoring for a service that keeps getting better.



Thank you for being part of Altogether Care's journey toward excellent care and continuous improvement!

Altogether Care
a better life 

