

Family and Friends

**Making a compliment,  
comments, concern or  
complaint.**



The aim of Future Directions is to provide high quality care and support to your family member or friend based upon our values:

**Put People First, Be Transparent, Go The Extra Mile, Be Creative, Be Adaptable**

We like to know when we are getting things right, but we also need to know when there is a problem. This helps us continually improve the care and support we deliver.

**Compliment:**

**We hope that your experience of our service is good. It helps us when you tell us this.**

There are a number of ways you can do this:

1. Fill in the form at the back of this leaflet.
2. Write to us and tell us what staff are doing well.

We will let the staff member the good things you have said about them.

**Suggestion and comments:**

**You may want to make suggestions about how the service could be improved or if we could do something differently.**

**You're right to make/raise a concern or make a complaint:**

**We accept that at times things go wrong and it is important that you contact us if you are unhappy about the care and support your relative or friend receives.**

Please also let us know what you would like us to do to put things right.

You can make a complaint in a number of ways; verbally in person or by telephone, in writing including email, completing the form at the back of this leaflet or by the 'contact us' on the Future Directions website. [www.futuredirectionscic.co.uk](http://www.futuredirectionscic.co.uk)

## What happens next?

**We will acknowledge the complaint as soon as possible. This will be within 3 working days of receiving your complaint.** If you make a verbal complaint, a person will make a written record of the complaint.

The Director of Operations will look at the complaint and will decide who will be the best person to look into your complaint. The person looking at your complaint will contact you and tell you what the time frame will be.

We will put things right if we can and learn from any mistakes.

A full copy of our 'Compliments, Concerns or Complaints Policy and Procedure' is available on request.

## If you are still unhappy:

You can take your concern to **The Local Government Ombudsman**

**Address:** PO Box 4771, Coventry, CV4 0EH

**Telephone:** 0300 061 0614

**Website:** [www.lgo.org.uk](http://www.lgo.org.uk)

## Keeping things confidential

**We will make sure the only people who need to know are involved in investigating your complaint.**

During the investigation we may need to talk to other people to find out what happened and take action to put things right.

We may need to inform the local safeguarding team.

## You can contact Future Directions:

**Address:** Marle House, Broadway Business Park, OL9 9XA

**Telephone:** 0161 769 900

**Whistleblowing hotline:** 07791 505 930

**Email:** [info@futuredirectionscic.co.uk](mailto:info@futuredirectionscic.co.uk)

Website:

www.futuredirectionscic.co.uk



## Making a Compliment, Comment, Concern or Complaint

I would like to make a:

Compliment     Comment     Concern     Complaint

What would you like to tell us?

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If you have already spoken to someone, please enter their name here:

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Your name and contact details:

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Name and address of your family member or friend:

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