

Here at Vivo Care Choices Ltd we aim to provide you with a service that meets your expectations, if however, you feel this is not the case we will listen to and act upon concerns/complaints in a professional manner.

We are here to try and improve people's lives in whatever way we can; so we always think about how we can do things better, and make things possible. We are passionate about achieving better results for our customers and constantly seek feedback so that we can continue to improve. We take pride in and enjoy what we do, whilst achieving a better future for our customers and colleagues.

Listening to our customers, staff and those we work with, enables us to tackle day-to-day challenges in a different way. By listening, asking and understanding, we develop strong relationships built on trust and reassurance. In a way we deliver a bespoke, person centred service that matches each of our customer's needs.

We try to capture and record all forms of feedback, whether it is given formally through questionnaires or informally through comments.

By feedback, we mean:

- **Compliments**
- **Comments**
- **Concerns**
- **Complaints**

Things go wrong from time to time. If you have a problem with any aspect of our services, there is a formal process for the management and handling of your complaint.

How to communicate your feedback to us

If you would like to contact us in regards to a Compliment or Comment, you can send it to us in the form of writing, by letter, email, or verbally by telephone.

Should you have reason to complain, you can send it to us in the form of writing, by letter, email, or verbally by telephone. In the first instance, it is best to contact your local service directly who can deal with your complaint.

Our Complaints Handling Procedures ensure that a thorough investigation is carried out into your concern or complaint and that you receive a timely response.

If you have already attempted the local service, or would like to raise a formal complaint, please contact our Central Support team below;

Compliments and Complaints

Vivo Care Choices Ltd
Lightfoot Lodge,
Lightfoot Street,
Chester,
CH2 3AD

Tel: 0300 123 5059

Email: ComplimentsandComplaints@vivocarechoices.co.uk

How we will handle your complaint

We have a complaints logging system to record your complaint and assign it to the most relevant member of the Vivo Care Choices Ltd team to investigate.

You will receive either a phone call, email or a letter within 24 hours, or the next working day after contacting us to acknowledge receipt of your complaint and advise you on the process and timescale for dealing with it.

We will do everything that we reasonably can to try and resolve the issues giving rise to your complaint. If you are not satisfied with the outcome, you have the right to raise your concern or complaint directly with the Care Quality Commission;

Care Quality Commission
Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA
Tel: 03000 616161

Alternatively you can also contact the Local Government Ombudsman on 0300 061 0614.

More details can be found here <http://www.lgo.org.uk/contactus/>.