

## **Listening, Responding & Improving Services: Your experiences matter to us**

Vivo provides services to hundreds of people across Cheshire West and Chester. We aim to ensure that the services we provide meet the very best standards. We want to know what you think about our services so that we can learn from your experience and make improvements where necessary.

If you wish to make a complaint, please be reassured that:

- It will be treated in confidence;
- We can help you with making your complaint;
- Your right to a service will not be affected because you have made a complaint;
- You will not be discriminated against if you have made a complaint.

### **Who can complain?**

Anyone who receives a service, or who has been refused a service from Vivo can make a complaint. A carer, friend, relative or advocate can also complain on their behalf. If you make a complaint on behalf of another person, please obtain their agreement for you to make the complaint.

### **What can you complain about?**

You can complain about any aspect of the service provided to you – about its quality or reliability, about the way you have been treated, or about the decisions that have been taken by our staff. We want to hear about your experience of our services, so that we can respond accordingly. Through learning from what you tell us, we will be able to make changes for the better.

### **Resolve your complaint**

Our aim is to resolve a complaint as quickly and effectively as possible. We will resolve your complaint by actively listening to what you are saying and arriving at an agreeable solution to your complaint.

We will do this by following the steps outlined below:

### **Stage 1 – Processing a Complaint**

Even though we do our best to provide excellent services, there can be times when things go wrong or you become unhappy with the service you receive. If this happens, please raise it with a member of staff, their Manager or our Quality Lead (contact details below) who will be happy to address this issue immediately.

We have a three stage complaints process however we do try to resolve complaints at local level first.

- By E-mail: [Feedback@vivocarechoices.co.uk](mailto:Feedback@vivocarechoices.co.uk)
- Vivo Web page: <https://vivocarechoices.co.uk/complaints/>

The Quality Lead will acknowledge your complaint within 5 working days\* informing you that your concern has been received and will be investigated. The Investigating Officer will assess the complexity and severity of your complaint and may discuss with you the best means of resolving your complaint. The Investigating Officer may offer to speak or meet with you to discuss how your complaint will be handled.

We aim to resolve your complaint within 28 working days\* and provide you with an outcome letter.

## Stage 2 – Investigation

Stage 2 deals with your complaint that has not been resolved through the stage 1 process. Often more complex situations needing a detailed investigation may need to progress to stage 2:

- If you remain dissatisfied following our initial investigation and you feel there is further information or evidence that was not considered you can ask for your complaint to be looked at again by a more senior member of staff.
- You will need to let us know in writing within **14 days** of the date we responded to your initial complaint in order for us to review your complaint.
- At this stage, we may ask you to provide further details to aid with the investigation and let us know why you are still dissatisfied.
- The complaint will be acknowledged the same way as stage 1.
- We will look at how we initially dealt with your complaint in the first instance and respond to any further related issues that you have raised with us.

## Stage 3 – Appeal

Following completion of the above two stages, the final stage of the complaints process is to appeal. You can appeal to the Director of Vivo.

Once the appeal has been received and the complaint meets the criteria for stage 3, the complaint will be allocated to the Director of Vivo to review the investigation.

The outcome of the complaint will be sent in writing to the complainant within 28 working days of receipt of the appeal.

Stage 3 is the final stage of our complaints procedure. There is no further right of appeal through Vivo.

If however you still remain dissatisfied we will inform you of your right to take your complaint further and provide details for relevant external bodies. (Please see Pages 3-4 for details)

*\* If there is to be an unavoidable delay in meeting these deadlines, the Quality Lead will advise you as soon as possible of a new date and provide a full explanation of the reasons why.*

## Referring Complaints to External or Independent Bodies

If at any time you feel your complaint is not being dealt with accordingly or you are unhappy with the results of your appeal, you may wish to refer your complaint to any of the following bodies. However, they do not usually consider a complaint until the complainant has exhausted the provider's internal procedures.

### Cheshire West & Chester Adult Safeguarding

- Email: [accesswest@cheshirewestandchester.gov.uk](mailto:accesswest@cheshirewestandchester.gov.uk)
- Telephone: 0300 123 7034 (Gateway) or 01244 977277 (Emergency Duty Team - out of office hours)

For all other general safeguarding enquiries, please use:

- Email: [SafeguardingAdults@cheshirewestandchester.gov.uk](mailto:SafeguardingAdults@cheshirewestandchester.gov.uk)
- Telephone: 0300 123 8 123

### Healthwatch Cheshire West

- Visit: [www.healthwatchcwac.org.uk](http://www.healthwatchcwac.org.uk)
- Telephone: 0300 323 0006
- By post: Healthwatch Team, Sension House, Denton Drive, Northwich, CW9 7LU
- Email: [info@healthwatchcwac.org.uk](mailto:info@healthwatchcwac.org.uk)

### Care Quality Commission

- Visit: [www.cqc.org.uk](http://www.cqc.org.uk)
- Telephone: 03000 616 161
- By Post: National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
- Fax: 03000 616 171
- E-mail: [enquiries.northwest@cqc.org.uk](mailto:enquiries.northwest@cqc.org.uk)

### The Local Government Ombudsman

Complainants may wish to contact the Local Government Ombudsman if they remain dissatisfied with the final response

- Visit: [www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint)
- Telephone: 0300 061 0614
- By post: P.O. Box 4771, Coventry CV4 0EH
- Fax: 024 7682 0001
- Text 'call back' on 0762 480 4323
- Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

### The Parliamentary and Health Service Ombudsman

- Visit: <http://www.ombudsman.org.uk/>

Appendix 2

- Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)
- Telephone: 0345 015 4033
- By post: 21-24 Millbank Tower, Millbank, London SW1P 4QP

**Cheshire Independent Advocacy Services:**

**Age Concern Cheshire**

- Email: [advocacy@ageconcerncheshire.org.uk](mailto:advocacy@ageconcerncheshire.org.uk)
- Telephone: 01606 305004 (Advocacy direct line)
- By post: 314 Chester Road, Hartford, Northwich CW8 2AB

**Cheshire Centre for Independent Living (CCIL)**

- Email: [lynne.morgan@cheshirecil.org](mailto:lynne.morgan@cheshirecil.org)
- Email: [emma.cox@cheshirecil.org](mailto:emma.cox@cheshirecil.org)
- Telephone: 01606 872760 (Ext. 201)
- Telephone: 01606 872760 (Ext.208)
- By post: Oakwood Lane, Barnton, Northwich CW8 4HE

**Mental Health: Cheshire West Citizens Advice Bureau**

- Email: [bev@cwcab.org.uk](mailto:bev@cwcab.org.uk)
- Telephone: 01606 596383
- By post: Brunner Guildhall, High Street, Winsford CW7 2AU

**Mental Health: Learning Disability Dual Diagnosis Chester and Ellesmere Port Independent Advocacy (CEPIA)**

- Email: [garry.macphail@cwpa.nhs.uk](mailto:garry.macphail@cwpa.nhs.uk)
- Telephone: 01244 397295
- By post: The Advocacy Office, Bowmere Hospital, Liverpool Road, Chester CH2 1BQ

**Learning Disability: Independent Advocacy Cheshire**

- Email: [nick.barber@independent-advocacy.org.uk](mailto:nick.barber@independent-advocacy.org.uk)
- Telephone: 01606 42688
- By post: Ascot Court, 71/73 Middlewich Road, Rudheath, Northwich CW9 7BP

**Your Councillor**

You can also contact your local councillor.

- [Find your councillor online](#)  
<http://cmttpublic.cheshirewestandchester.gov.uk/mgMemberIndex.aspx>
- Telephone: Main Switchboard 0300 123 8123