

Making a Complaint

We want to make it easy for you to tell us when you are not happy about something, so that we can put things right.

We are committed to providing a high-quality service to the People we Support, families and representatives. We recognise that feedback of all kinds helps us to learn and improve what we do. We always do our best to get things right but know that things can sometimes go wrong and there may be a reason to complain.

You can make a complaint:

- in person, verbally
- to the service manager
- through an advocate or representative
- Norwood complaints telephone line: **07808 200 302**
- by letter to the service
- by email to the manager, or to Norwood's complaints email address complaints@norwood.org.uk
- by letter to the Complaints Team, Broadway House, 80-82 The Broadway, Stanmore, HA7 4HB

We adhere to Local Government and Social Care Ombudsman guidance which you can read about [here](#).

Our Adult services are regulated by CQC, and you can raise a concern with [CQC](#)

If you are supported by Norwood, you can read our **Easy Read Complaints Policy** [here](#)

If you are a member of staff your line manager or HR may be best placed to help with your concerns.

What we will do:

- We will acknowledge your complaint within **3 working days**.
- We will investigate and respond to your complaint within **28 working days**. If your complaint is complicated, we will let you know if it will take us longer to investigate.
- Whatever your complaint, it will be dealt with fairly and professionally, and we will not treat you any differently because you've complained. We can also accept complaints from people acting your behalf if you'd prefer, we'll just need your permission to discuss it with them.
- There will be some rare occasions when we will not accept a complaint, examples of this are given below (this list is not exhaustive):
- Inappropriate or unacceptable behaviour, which is threatening, abusive or aggressive.
- Where the issue giving rise to the complaint happened over 12 months ago.
- The same matters have been fully addressed under a previous complaint.
- Where the complaint is a matter that is already the subject of legal procedure

You can read our full **complaints policy** [here](#)