

# Service User Feedback

*Compliments, Complaints and  
our Duty of Candour*

**Easy Read**

Can you  
please....?

Well  
Done!

I'm not  
Happy With...



# Our commitment to quality



Care Plus wants all its service users to receive high quality services.

We want to make sure that it is as easy as possible for you to give us feedback.



This leaflet tells you how to give us feedback and what to do if you are not happy with our response.

# How to contact us

You can give feedback in a number of ways -



Give feedback in person or in writing to the person responsible for your care.



Give feedback by telephone to the team who is involved in your care.



Give feedback to our Quality and Performance team by telephone, email or in writing.

# What is 'Being Open'



We try our best to make sure we don't make mistakes.

Sometimes mistakes can happen and may result in patients being harmed while in our care.



If we make a mistake we will be open and honest about it and tell you what has happened.

## If you are not happy with our response



If you don't think the response we give you is good enough you can raise the issue again.



You can raise it with the line manager of staff or raise it with the Quality and Performance Team.



Local Government  
**OMBUDSMAN**

If you don't think the issue has been resolved to a good enough standard you can tell the Ombudsmen using the contact details on the next pages of this leaflet.

# Health Care Ombudsmen



## By Phone

0345 015 4033



## In writing

The Parliamentary and Health  
Service Ombudsman,  
Millbank Tower,  
Millbank,  
London,  
SW1P 4QP



## Via email

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

# Social Care Ombudsmen

Local Government  
**OMBUDSMAN**



**By Phone**

0300 061 0614



**Via email**

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

**To make a complaint,  
contact:**



**Quality & Performance Team**

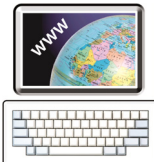
Val Waterhouse Centre  
41-43 Kent Street  
Grimsby  
North East Lincolnshire  
DN32 7DH



**Telephone:** (01472) 266966



**Email:**  
CPG.CareplusAssure@nhs.net



[www.facebook.com/careplusgroup](http://www.facebook.com/careplusgroup)  
[www.twitter.com/careplusgroup](http://www.twitter.com/careplusgroup)

This leaflet is available on request in other formats and languages. Please contact the Quality and Performance Team on 01472 266966