

## How to contact us:



### Care Plus Group Quality Team

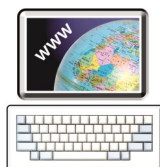
Val Waterhouse Centre  
41-43 Kent Street  
Grimsby  
North East Lincolnshire  
DN32 7DH



Telephone: (01472) 266966



Email:  
[CPG.CareplusAssure@nhs.net](mailto:CPG.CareplusAssure@nhs.net)



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

## Complaints, Compliments, Concerns and Customer Service

Easy Read



## Who to contact

### Health Care Ombudsman



Telephone 0345 015 4033



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



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

### Social Care Ombudsman



Telephone 0300 061 0614



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

## 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.



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

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**



You can raise the issue again or tell the ombudsman using the contact details on the next page

## Our promise to you



Care Plus is an organisation working in your community. We work in North East Lincolnshire.

We provide social care services for adults.



We want all our staff to treat people with dignity and respect.

# 10

We have 10 Care Standards to make sure this happens.

## 10 Care Standards



1. Be courteous, helpful, open and honest with you.

Respect  
Dignity

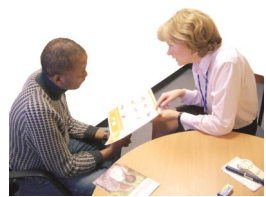


2. Treat you fairly and equally, with respect and dignity.

3. Talk to you about anything that involves you.



4. Use plain language that you can understand.



5. We will always be on time and wear ID badges so you know who we are.



## 10 Care Standards



6. Record your comments, complaints or compliments and use them to improve our services.



7. Apologise when things go wrong.



8. Produce useful accessible information about the services we provide.



9. Make sure all your information stays private.



10. Make sure all our staff are fully trained to do their job.