



How to Complain at Rehability UK



**What to do if you are not happy with our
care**



Rehability UK wants to give good care. If you're not happy, tell us. We will listen and try to fix it.



This policy helps people make complaints safely at Rehability UK. It follows Care Quality Commission rules.



If you work for us and have a worry, tell your manager. We have a Whistleblowing Policy for serious concerns. Complaints help us get better.



We have a way to hear your worries. Complaints help us improve our services for everyone.



The Head of Operations handles complaints and shares lessons. The Registered Manager helps with complaints too.



We say thank you for complaints and respond fast. We help people make complaints and offer help from independent advocacy services.



We answer complaints within 7 working days. If it takes longer, we let you know why. We keep you updated on what is happening with your complaint.



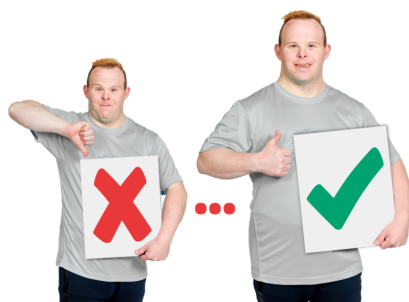
We check complaints and send a letter with what we found, what we did, and if you can appeal.



If unhappy after our appeal, contact the Local Government and Social Care Ombudsman or the Care Quality Commission for quality issues.



If you need legal help, we stop the complaint process. Our legal team will help. Staff learn about complaints in their training.



Complaints help us get better. The Reability UK Board checks them monthly to find patterns and make changes.



The Quality Team checks complaints. They see how fast and well we respond. This helps us make our services better.