

COMPLIMENTS, COMMENTS & COMPLAINTS

Alzheimer's Support values all feedback, including compliments, comments and complaints, as they play an important role in maintaining and improving the quality of our services. We welcome your input and encourage open communication to ensure we meet the highest standards of care. Compliments are shared to recognise excellence, comments reviewed to enhance our services and complaints taken seriously and handled promptly, appropriately and sensitively.

Providing feedback on our service

Compliments can be shared with any member of Alzheimer's Support staff through any preferred method such as in person, by telephone, email or in writing.

If you have a comment about the service, please report it to your Club or Regional Manager. If a comment highlights an issue affecting care quality or safety, it may be escalated as a concern and addressed accordingly. In some cases, we may contact you for further information to fully understand your feedback and ensure appropriate action is taken.

If you are concerned about any aspect of the service you are receiving from us, please raise this in the first instance with your Club or Regional Manager.

If your concerns are not resolved by your Club or Regional Manager, you may escalate them to the Home Support Service Manager or Head of Care Services as appropriate.

The Home Support Service is registered with the Care Quality Commission (CQC) and is inspected to prove compliance with its regulations. You have the right to contact the CQC at any time to provide feedback or raise concerns about the service you are receiving.

In addition, feedback or concerns can be shared with Wiltshire Council, your local funding authority, if applicable.

Contact details

Contact	Jackie Rose	Monique Bentley	Care Quality Commission	Wiltshire Council
Role	Home Support Service Manager	Head of Care Services	Independent Regulator	Funding Authority
Address	Alzheimer's Support 5 Sidmouth Street Devizes Wiltshire SN10 1LD	Alzheimer's Support 5 Sidmouth Street Devizes Wiltshire SN10 1LD	CQC National Customer Service Centre Citygate Gallowgate Newcastle-upon-Tyne NE1 4PA	Customer Complaints Team Wiltshire Council County Hall By the Sea Road Trowbridge BA14 8JN
Telephone	01380 739055	01380 739055	03000 616161	01225 718400
Email	JackieRose@alzheimerswiltshire.org.uk	MoniqueB@alzheimerswiltshire.org.uk	enquiries@cqc.org.uk	complaints@wiltshire.gov.uk

If you feel that we have not resolved your complaint, you can raise it with Local Government and Social Care Ombudsman by calling 0300 061 0614 or filling out their contact form at <http://www.lgo.org.uk>.