



How to make a complaint

All complaints regarding the Lifeline service are dealt with in accordance with Cross Keys Homes' customer feedback and complaints policy and procedure. If at any time you are dissatisfied with the service you receive, or the actions of any staff member, you may make a complaint to Cross Keys Homes either in person, by telephone, through a representative, in writing, on a complaints form, by email or via the website. Where the complaint is made by direct contact with us, we will give you every assistance in making the complaint, and aim to resolve it to your satisfaction. Where we are unable to resolve any complaint we will encourage resolution through mediation. This could be requested or offered at any stage. If you require an audio version of this information or assistance with a language or Braille translation please inform a staff member who will be happy to help.

Cross Keys Homes' customer feedback and complaints procedure follows these stages:

- **First contact** – this may be a request for a service or an enquiry rather than a complaint. It is important to respond to these quickly in order to determine where services might be falling down. Cross Keys Homes will respond within five working days
- **Stage 1** - involves a formal complaint and is dealt with by the head of service. This complaint will be acknowledged within one working day and a full written response within 10 working days. If you remain dissatisfied with the response, you can make an appeal to the chief executive within 20 working days of receiving the response

- **Stage 2** - is an appeal to the chief executive. This will be acknowledged within one working day and responded to within 20 working days. If you continue to be dissatisfied with the response, you may make a further appeal to the independent complaint scrutiny panel within 20 working days of receiving the chief executive's response
- **Stage 3** - is an appeal to the independent complaint scrutiny panel, through the chair of the board. This will be acknowledged within one working day. The panel will hear the appeal within 20 working days and will respond within five working days after the hearing. If you remain dissatisfied, mediation will be offered or, alternatively, you have the right to appeal to the Housing Ombudsman Service

The above is a brief outline of the process for making a complaint. Further details regarding the customer feedback and complaints policy and procedure are available on request.

Telecare Services Association Member.
Website: www.crosskeyshomes.co.uk

Holders of the Charter Mark accreditation (Dec 2006),
in recognition of customer service excellence

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Cross Keys Homes Limited is a registered charity,
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JUST PRESS AND HELP WILL BE THERE

LIFE LINE

A service provided by

