Service Improvement

We also want to hear from you if you have a complimen or comment to make about the service you receive.

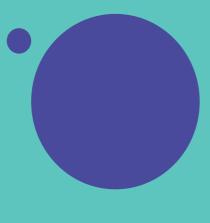
Please contact:

The Complaints Officer

Praxis Care 25-31 Lisburn Road Belfast BT9 7AA

Tel: 028 9023 4555







Praxis Care

Further Information

If you would like to receive this in a different format or language, or if you would like more information on this subject, please contact:

Praxis Care

25-31 Lisburn Road, Belfast BT9 7AA

Tel: 028 9023 4555 **Fax:** 028 9024 5535

www.praxiscare.org

Registered with the Charity Commission fo Northern Ireland: NIC103672

Registered as a Charity in the Isle of Man: 082

Complaints and Comments

Information on how to improve Praxis Care's services



What is a complaint?

A complaint is when you are unhappy with a service.

This could be when:

- Staff or the service does something in the wrong way
- Staff or the service doesn't do something that should have been done
- Staff or the service does something that should not have been done

Who can help you make a complaint?



- A service user group
- A social worker or nurse
- An advocate
- A family member or friend

Six promises

- We will respond to your complaint within 2 days of receiving it
- We will talk to you and meet with you, if you want
- We will work out a plan with you to make things better
- We will not tell anyone else about your problem or complaint
- We will always say sorry if we have done something wrong
- We will tell you what we are doing to put things right

How you can make a complaint

Contact a member of staff in the service who will try to resolve the issue as soon as possible. If you wish to make a written complaint, you should address it to the Manager.

If you are unhappy about how your complaint has been dealt with at this stage, or if you have a serious complaint that you feel unable to raise with the Manager of the service, you should contact Praxis Care's Complaints Officer who will deal with the complaint for you.

The Complaints Officer can be contacted at:

Praxis Care, 25-31 Lisburn Road, Belfast, BT9 7AA Tel: 028 9023 4555

Keeping in contact

Praxis Care will make sure that you are told about the progress of your complaint in a way that suits you.

What to do if you are still not happy

If you are not happy with the response at this stage, you can contact the Complaints Officer who can advise you on your rights and give you details of who else you can speak to.

Other organisations that can help you with a complaint

In Northern Ireland

Regulation & Quality Improvement Authority

Tel: 028 9536 1990 www.rgia.org.uk

Supporting People

Tel: 03448 920 900 www.nihe.gov.uk

Northern Ireland Social

Care Council

Tel: 028 9536 2600 www.niscc.info

Northern Ireland Ombudsman

Tel: 0800 343 424 www.nipso.org.uk

The Charity Commission for Northern Ireland

Tel: 028 3832 0220 www.charitycommissionni .org.uk

In England

Care Quality Commission

Tel: 0300 061 6161 www.cgc.org.uk

Supporting People

Tel: 0303 444 0000 www.communities.gov.uk

Health & Care Professions Council

Tel: 020 7840 9814 www.hcpc-uk.org

The Charity Commission

Tel: 0300 066 9197 www.gov.uk/government/ organisations/charitycommission

In the Isle of Man

Registration & Inspection Unit Tel: 0162 464 2422