

## Service Improvement

We also want to hear from you if you have a compliment 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



## 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](http://www.praxiscare.org)

Registered with the Charity Commission for Northern Ireland: NIC103672

Registered as a Charity in the Isle of Man: 0826

Praxis  
Care 



# Complaints and Comments

Information on how to  
improve Praxis Care's services



Produced in Partnership  
with Service Users

## 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 member of staff
- 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 not tell anyone else about your problem or complaint
- We will talk to you and meet with you, if you want
- We will always say sorry if we have done something wrong
- We will work out a plan with you to make things better
- 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.rqia.org.uk](http://www.rqia.org.uk)

#### Supporting People

Tel: 03448 920 900  
[www.nihe.gov.uk](http://www.nihe.gov.uk)

#### Northern Ireland Social Care Council

Tel: 028 9536 2600  
[www.niscc.info](http://www.niscc.info)

#### Northern Ireland Ombudsman

Tel: 0800 343 424  
[www.nipso.org.uk](http://www.nipso.org.uk)

#### The Charity Commission for Northern Ireland

Tel: 028 3832 0220  
[www.charitycommissionni.org.uk](http://www.charitycommissionni.org.uk)

### In England

#### Care Quality Commission

Tel: 0300 061 6161  
[www.cqc.org.uk](http://www.cqc.org.uk)

#### Supporting People

Tel: 0303 444 0000  
[www.communities.gov.uk](http://www.communities.gov.uk)

#### Health & Care Professions Council

Tel: 020 7840 9814  
[www.hcpc-uk.org](http://www.hcpc-uk.org)

#### The Charity Commission

Tel: 0300 066 9197  
[www.gov.uk/government/organisations/charity-commission](http://www.gov.uk/government/organisations/charity-commission)

### In the Isle of Man

#### Registration & Inspection Unit

Tel: 0162 464 2422