



- **If you are not happy** with how your complaint was dealt with you can ask for the Board of Trustees to look at it again. You must do this **within 28 days** of receiving your first reply from the CEO.
- If you are still not happy you may always write or call CQC (the Care Quality Commission). Who are the governing body that monitor social care provision in the UK.
- You can also contact the Local Government Ombudsman who investigates complaints about Local Government funded services such as Camphill Milton Keynes Communities at www.lgo.org.uk/

Addresses and Numbers:



The Management Complaints Team
Camphill Milton Keynes Communities
Japanica Lane
Willen Park South
Milton Keynes
MK15 9JY

Tel: 01908 235000
Fax: 01908 235606

EMAIL: ComplaintsTeam@camphill-miltonkeynes.co.uk

**The Chairperson Board of Trustees /
Tim Davies (Chief Executive)**
Camphill Milton Keynes Communities
Japanica Lane
Willen Park South
Milton Keynes
MK15 9JY

Tel: 01908 235000
Fax: 01908 235606
EMAIL: office@camphillmk.co.uk

CQC (Care Quality Commission)

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161
Fax: 03000 616171

DO YOU HAVE SOMETHING TO SAY?



COMMENTS AND COMPLAINTS

Camphill Milton Keynes
Communities



What do I do if I have a good idea or am worried about something?



You can speak to your house co-ordinator or any other co-worker whom you feel comfortable with.

What will happen about the things I wanted to talk about?

The house Co-ordinator or co-worker you have spoken to may be able to help with your problem or your idea. If they



are not able to help you, they will take this to a meeting where it can be

talked about.

How will I know what happened?

The house Co-ordinator or co-worker you have spoken to will let you know what happened or you may be invited to a meeting to share your problem or idea with others you feel comfortable with.

How do I make a formal complaint?

You can speak to a house co-ordinator or any other senior co-worker whom you feel comfortable with. They will tell you that you



can write your complaint down, and will help you to do so if you need help. If you do not feel

comfortable with this, the person will support you to arrange for an advocate.

What happens next?

It could be that your problem can be solved there and then but if this is not the case the person you have spoken to or to whom you have given your written complaint to

will pass it on to Shirley or Carol who are the two complaints officers in the Management Group. The Management Group will send you a letter to let you know that they have received your complaint within 2 working days.



What to expect.

- We will do our best to deal with your complaint in a kind and quick way.
- We will deal with your complaint in a confidential manner.
- We may invite you to speak to a person or group you feel comfortable with from the community, or an external person like a social worker or advocate.
- If you had made a complaint against a co-worker, house co-ordinator or member of management, they will not take part in dealing with your complaint.
- We will talk to you or write to you within **10 days** to tell you what we have done about your complaint. If there is a reason why we cannot solve the problem within 10 days we will write you to tell you why that is and how long we think it may take to solve the problem.
- If you are not happy with this or things are very serious or urgent you could write to the CEO Tim Davies.
- He will let you know that they got your letter and will try to give you an answer in **15 days**. If this is not possible he will let you know why and tell you how long he thinks it would take.
- If you complained about a member of the Management Group your complaint will go directly to the CEO and he will start an investigation into your complaint.