

Living Well Taking Control: Participant Complaints Procedure

Our commitment

Living Well Taking Control is committed to providing a high-quality service. If something has not gone as expected or you are unhappy with any aspect of the service you have received, you can raise a complaint with us.

We take complaints seriously and aim to resolve them fairly, promptly and at the earliest opportunity.

How can I raise a complaint?

You can raise a complaint in whichever way is most suitable for you:

- **By email:** info@lwtcsupport.co.uk
- **By telephone:** 0300 302 0652
- **By speaking to a member of the LWTC team**

You can raise your complaint verbally or in writing. You can contact us directly using any of the methods above, regardless of who or what your complaint relates to.

Where possible, please provide your name and contact details, details of your complaint, when and where the issue occurred, any other relevant information, and what outcome you are seeking, if applicable.

If you need support to raise a complaint, please let us know.

What happens after I raise a complaint?

Once we receive your complaint, we will:

1. Acknowledge your complaint

Your complaint will be logged and reviewed. We may contact you if we need any further information or clarification.

2. Investigate your complaint

Your complaint will be reviewed by an appropriate member of the management team. We will consider the information available and, where appropriate, speak to relevant members of staff and review records or other relevant information.

3. Provide a response

Once the investigation is complete, we will provide a written response explaining the outcome and any actions or learning identified.

We aim to deal with complaints as quickly as possible. If there is likely to be a delay, we will keep you informed.

Escalating a complaint

We aim to resolve complaints at the earliest appropriate stage. If a complaint cannot be resolved or requires further consideration, it may be escalated to a more senior member of the management team.

The level of investigation and escalation will depend on the nature and seriousness of the complaint.

If you remain dissatisfied following our response, you can contact us to explain which aspects of the response you are unhappy with. We will consider whether any further review or clarification is appropriate and explain the next steps available to you.

For NHS-commissioned services, there may also be an external route for raising or escalating a complaint. We can provide information about the appropriate route for your service where applicable.

Our approach to complaints

We aim to ensure that complaints are:

- **Respectful**, with all complaints taken seriously and handled with care.
- **Fair and impartial**, based on the information and evidence available.
- **Confidential**, with information shared only where necessary to investigate the complaint.
- **Accessible**, allowing participants to raise complaints in a way that is appropriate for them.
- **Proportionate**, taking account of the nature and seriousness of the complaint.
- **Focused on resolution and learning**, helping us improve the services we provide.

Complaints contact

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