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n the services we provide.



It is important that we hear your views regarding the service you receive as this helps us to identify areas where we can improve.

Your compliments help us to know that you are happy with the services you receive and help us work towards "right first time" for you.

If we have made a mistake or if you have a concern regarding our service, we want to know, your opinion is valuable to us because it will help us to learn how we can do things better.

We have a complaints procedure and **encourage your feedback**. You can complain in any way - by email, in person, by telephone or letter.

We will acknowledge your complaint within two working days of receipt, also confirming the course of action we will take and inform you of who the investigating officer will be.

We will also inform you of the proposed resolution date or at least when we will respond to you, which will normally be within 10 working days. If you are not happy with the outcome, we will advise you of the next stage within the process.

Once you are happy with the outcome, we will send you a letter closing the complaint and ask for your feedback on how we dealt with it.

We are committed to handling complaints in an open and transparent way so our customers trust us to acknowledge when we get things wrong and take steps to resolve them. If you have concerns, we ask that you let us

know so we have the chance to get things right.

If you receive a care service from us that is regulated by the Care Quality Commission (CQC), you have the right to contact CQC. Although CQC will not investigate individual complaints, they will use the feedback to link into how they monitor and inspect our services.

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Telephone: 03000 616161

You have the option to request that the Customer Panel reviews your complaint – this not a formal internal stage of the process, but is an additional, independent option should you wish to use it. Review by the Customer Panel can be arranged via the Customer Care Team.

There may be some complex and/or highly sensitive complaints where it is not appropriate that the complaint is referred to the Customer Panel due to the degree of personal/ sensitive data. While we will consider all requests for referral for Customer Panel review, there may be some cases where we do not consider it appropriate. Where this is the case we will communicate our reasons clearly.

Complaints relating to the delivery of social care services provided by Accord can be referred to the Local Government and Social Care Ombudsman. Their contact details are: www.lgo.org.uk or telephone 0300 061 0614.

For housing related issues, you can take your complaint to the Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ or email info@housing-ombudsman.org.uk at any time.

> [Housing Ombudsman Complaint Handling Code Self-assessment 2020](#)
