

Managing a Concern, Complaint or Compliment - Flowchart

Within 7 Working Days of the Concern, Complaint or Compliment

We will acknowledge your concern or complaint verbally and log it on our system. If you are raising a complaint we will send you a letter acknowledging your concern or complaint within 7 working days.

Concern

If your issue was raised informally or as a suggestion about improvements we will let you know the outcome and record action taken and the outcome on our system before closing.

Complaint

If your complaint is serious or needs further investigation an investigator will be appointed. You will receive a letter from us acknowledging your complaint

Compliment

Let us know if someone is making a difference to you. Put it in writing to a Langdon Manager or Director.

Within 14 - 28 days

We hope to investigate and resolve your complaint within 14 working days and will write to you to let you know the outcome and actions. If we haven't been able to resolve the issue within 14 working days we will write to you and advise you of any new timescale we are working to. At this point we may refer the complaint to the Director of Business Development and Community Services. As soon as we have resolved the complaint we will write to you and let you know the outcomes.

Learning

Once we have concluded our investigation we will make sure we identify our learning as an outcome from the concern or complaint and use this to support improvements in the way we work

Appeals 1

If you remain dissatisfied, your complaint will be referred to a Langdon Director for further consideration. The Director will provide you with the final decision in writing within 28 calendar days unless we have previously agreed an alternative deadline.

Appeal 2

If you remain dissatisfied following the outcome of your appeal to the Director, it will be referred to the CEO for further review. The CEO will provide you with the final decision in writing within 28 calendar days unless we have previously agreed an alternative deadline.

Appeal 3

If you are still not satisfied with the outcome of your complaint appeal you can contact the Ombudsman or CQC for registered care service to ask them to review your complaint. The ombudsman's contact details will be included in the letters you receive from us