



Complaints procedure

In brief, Aroma Care People aims to resolve all concerns and complaints swiftly and effectively. The Office manager will initially try to resolve the complaint informally by discussing the matter with the service user or their representative. The focus at this stage will be to 'problem solve' and agree a way forward which is acceptable to the service user. It is expected that this will take up to 5 working days. If a longer period is required, the Office Manager will negotiate this with the service user.

If the complaint cannot be resolved informally, it will be passed to the Registered Person for an investigation. The Registered Person may investigate the matter personally or commission an independent investigation to ensure objectivity. At the end of the investigation the Registered Person will meet with the service user to discuss the outcome and the most appropriate way forward. It is expected this stage of the procedure will take no more than 28 days.

However, if a longer period is required, this will be negotiated with the service user.

During any stage of the procedure, the complainant will have the right to approach the Care Quality Commission (CQC). CQC is the body responsible for registering and inspecting domiciliary care agencies.

To contact CQC directly, please use the following details:

CQC National Correspondence

Citygate

Gallowgate

Newcastle-Upon-Tyne

NE1 4PA

Tel: 03000 616161

Where a Local Authority or Primary Care Trust is commissioning the care, a complaint can also be taken to them. Contact details will be available in the service user's Care Plan.

Our contact details:

Aroma Care People Ltd

Dale House

The Hollow

Lutterworth

Leicestershire

LE17 4BL

Tel: 07854 128575

Email: admin@aromacare.co.uk

Aroma Care - Coventry
First Floor Unit 6
The Cobalt Centre
Siskin Parkway East
Middlemarch Business Park
Coventry
CV3 4PE
Tel: 01926 910622
Email: alison.bullous@aromacare.co.uk

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Aroma Care-Cotswold
Room 44 Council Offices
High Street
Moreton in Marsh
Gloucestershire
GL56 0LW
Tel: 01451 525555
Email: luxson@aromacare.co.uk

Aroma Care Northamptonshire
Unit 4 Regents Park
Booth Drive
Wellingborough
Northamptonshire
NN8 6GR
Tel: 01604 926066
Email: tara.wagstaff@aromacare.co.uk

Aroma Care- Leicestershire
2nd Floor Offices at
Prebend House
72 London Road
Leicester
LE2 0QR
Telephone 01163440246
Email: tara.wagstaff@aromacare.co.uk