

EMH Care & Support

Room 208

Dunston Innovation Centre

Dunston Road

Chesterfield

S41 8NG

Tel: 01246 599 999

Email: CentralHub@emh.co.uk

Care Quality Commission (CQC)

Tel: 03000 616161

Email: enquiries@cqc.org.uk

Government Ombudsman

Tel: 0300 061 0614

Social Services

Please contact your local council.

Our mission:

We provide housing and care to improve opportunities for people.

Our vision:

To be the best social housing and care business in the country, leading the market as service provider and employer.

Our values:

Integrity

Diversity

Openness

Accountability

Clarity

Excellence

Follow Us



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emh care and support



EMH Care & Support

Website

www.emh.co.uk/care

If you require this information in a different format, please let us know.

EMH Care & Support Limited is a registered charity
No. 1001704

Compliments

Concerns

Complaints

Tell us how we're doing

We want you to have the best possible experience with us at EMH Care and Support, to tell us how we can continually review our service, please let us know how we're doing.

Your feedback will allow us to make changes and improvements, to ensure that our services are as good as they can be.

Please email any feedback you may have to:

CentralHub@emh.co.uk.

How your feedback is used

Compliments:

Compliments enable us to:

- Understand where our services are being provided to your satisfaction
- Provide positive feedback to our staff
- Influence our organisational and service development

Complaints:

If we have done anything that wasn't to your satisfaction, we would like to know so that we can understand what we could have done better.

Comments and complaints will always be taken seriously, recorded appropriately and responded to in a timely manner.

How to send us your feedback

You can make a compliment or complaint either in person, by telephone or in writing. If you wish, you may use the assistance of a friend or relative to do this, or you may prefer to have a member of staff write it down in a way that is acceptable for you.

We hope that the majority of our queries, concerns or complaints can be resolved informally with the support of your service manager, if this is not possible or you wish to pursue a formal complaint, then a staged approach will be used, as follows:

Formal complaints should be submitted in writing to 'Central Hub' or at our registered office (address found on this leaflet). Alternatively, you can email CentralHub@emh.co.uk.

All complaints will be acknowledged within three working days. A written response will be sent to you within 20 working days from the date on the letter of acknowledgement.

We will treat all feedback sensitively and in the strictest of confidence. If your feedback concerns one of our colleagues, the person will normally be made aware. You have the right to request otherwise, although this may limit the extent of further investigation.

How to send us your feedback

If you feel the matter has not been resolved to your satisfaction, by the formal complaints procedure, you can appeal the outcome.

Your appeal is required in writing within 20 working days of you receiving our response to your formal complaint.

A senior colleague will then be allocated to review your appeal, you will then receive a further acknowledgment within three working days.

We will then provide a 'final response letter' to you within a further 20 working days.

This will then be the final stage of EMH Care and Supports 'Compliments, Concerns and Complaints Procedure'.

This does not affect your right to contact your Local MP, The Local Government Ombudsman, Social Services or the Care Quality Commission.

Contact details can be found overleaf.