

# How you can raise a concern, make a complaint, or leave a compliment

## Families, friends and carers

Elysium Healthcare is dedicated to providing personalised care and support to all individuals in our services. We also recognise that carers, families and friends have a very important role in supporting service users. We are committed to listening to your views and to improving the way we deliver our care. We are keen to learn from your experience – to know when we should do better and when we've done well.

Elysium Healthcare understands that complaining can be a difficult experience, so we will support you to have your voice heard.

This leaflet is a guide to how you can raise a concern, make a complaint, or leave a compliment.

## Concerns & Complaints

### How to raise a concern?

The team will provide you and your family member with information specific to that service on how to make a complaint and the key person to contact.

### How to make a complaint if you do not wish to speak with the service?

If you would prefer not to talk to staff at the site, you can speak to the Regional Director or Operations Director. Their contact details will be found on the information sheet provided at the site.

You can also call Elysium Healthcare's Head Office on 0208 327 1800 and let them know you wish to make a complaint.

You can email:

FamilyandCarerenquiries@elysiumhealthcare.co.uk  
or write to Elysium Healthcare, 2 Imperial Place, Maxwell Road, Borehamwood, Hertfordshire WD6 1JN.

### How can I or my family member seek support to make a complaint?

You can involve an Advocate at any time to support you. Staff will be able to assist you with contacting an Advocate.

### How long will the complaint process take?

We will aim respond to your complaint as quickly as we can. Every effort will be made to resolve your complaint within twenty five working days in England (twenty working days in Wales) to let you know the outcome summarising the findings and any actions to be taken as a result. However on some occasions the investigation may exceed twenty five working days, if this happens we will let you know, explaining the reasons for the delay.

## What can I do if I am not happy with the outcome?

If you are unhappy with the outcome of your complaint you can appeal by email to:

info@elysiumhealthcare.co.uk

or write to:-

Director of Policy and Regulation  
Elysium Healthcare  
2 Imperial Place  
Maxwell Road  
Borehamwood  
Hertfordshire  
WD6 1JN

If you would like to make an appeal about the outcome of a complaint about NHS funded services in England, please write to:

The Parliamentary & Health Service Ombudsman  
Health Service Commissioner of England  
13th Floor,  
Millbank Tower  
Millbank  
London  
SW1P 4QP

If you would like to make an appeal about the outcome of a complaint against a care home, please contact:

Local Government and Social Care Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH  
Tel: 0300 061 0614

If you would like to make an appeal about the outcome of a complaint against Elysium Healthcare services in Wales, please write to:

Public Services Ombudsman for Wales  
1 Ffordd y Hen Gae  
Pencoed  
CF35 5LJ

## Compliment

### How do I share a compliment about the service?

If you would like to tell us that we are getting it right, please email:

FamilyandCarerenquiries@elysiumhealthcare.co.uk

or write to us at: Elysium Healthcare, 2 Imperial Place, Maxwell Road, Borehamwood, Hertfordshire, WD6 1JN.

You can also tell the manager at the site.

