


# Compliments & Complaints


We welcome both your compliments and complaints as it helps us to improve our services.

	<p>Venturi Health Care wants to know if you are happy with the service we provide.</p> <p>We also need to know if you're not happy.</p>
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**If our services made you happy or unhappy tell us about it here.**

	<p>Tell us what made you happy about our home.</p>
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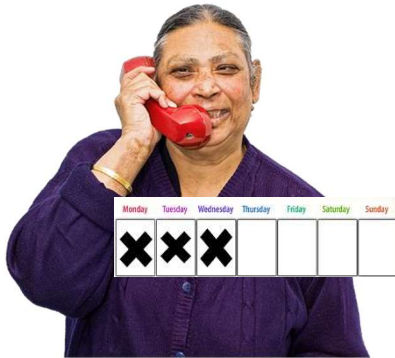
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	<p>Tell us what made you unhappy about our home.</p>
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## What we will do:



Someone from the home will contact you, to see if we can fix it for you.



We will try to fix the problem.

We have rules about how we look at complaints and we will follow them.



If you are still not happy with our answer you can send your complaint to Local Social Services.



Lancashire County Council:  
0300 123 6701

Sefton Council:  
0345 140 0845

Wirral Council:  
0151 606 2000



**OR**

CQC:  
03000 616161 or  
[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)



They will look at your complaint again and tell us if the answer we have given is fair or if we need to do more.



**How long will it take?**

**28**

We try to give you an answer within 28 working days.



But if it involves lots of issues and people, it can take at most 65 days. We will tell you before if it will take over 28 days.

We will then give you an answer and say what we are going to do.



We will always try to give you an answer as soon as possible.

## If you need more help:



You can speak to the Home Manager, and they will help you.



Or, if you are eligible, we can ask someone who does not work for us to help you.

They are called an advocate.

## They will:



Help you say what you want.

## We will:



Keep what you say confidential.



Treat you fairly – what you say won't affect your services.



Listen to what you have to say.



Take action where we can.



We will let you know what we've done.